

MOISES OBANDO

JUNIOR FRONT END DEVELOPER —



PROFILE

Enthusiastic and well-organized Junior Front End Developer student with 3 years of experience working on personal projects. Currently, looking a new challenging experience to deliver proven excellent web development skills in HTML, CSS and JavaScript in an industry with intelligent, sustainable, and innovative incentives for growth.

WORK EXPERIENCE

2021
Present

CHATBOT DEVELOPER

Betcris > San Jose, Costa Rica - Remote

- Customise and built virtual assistants from scratch for Casino, Wagering and Arena departments for the company focused on their needs using LivePerson conversational AI Platform (SaaS).
- Analyse and identify user needs and propose robust chatbot design features to meet required business needs, creating a better overall user experience.
- Completed a total of 10 Chatbot projects using JSON, increasing website visits and minimizing player contact with agents.
- Integrate chatbot solutions with multiple communication platforms.
- Research on intent detection and name entity recognition approaches for chatbots.

2021
2021

CUSTOMER SERVICE AGENT

Betcris > San Jose, Costa Rica

- Maintained transparent lines of communication for customers about KYC, payments, withdrawals among other concerns.
- Quickly assessed customer needs and proactively provided business solutions to those needs.
- Drove business through providing excellent customer service and product and service knowledge, as well as superior customer relationship building skills.
- Analysed and reviewed customer service reports to identify potential areas of improvement.
- Strived for diplomatic conflict resolution in case of customer complaints or concerns relating to products and services.

2020
2021

TECHNICAL SUPPORT SPECIALISTS

IBM > San Jose, Costa Rica

- Assisted customers with more difficult technical issues requiring a greater level of personalized care and in greater length via chat and phone.
- Quickly solved +20 customer issues daily with 92% success.
- Onboarded and trained all incoming junior tech support specialists.
- Updated new user accounts and profiles with password issues.
- Maintained applications, operating systems and software updates.

CONTACTS



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Saint Julian's, Malta

EDUCATION

2018 - Paused

**Computer science
in software engineering**

Fidelitas University

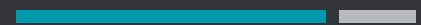
PORTFOLIO

[WEB Portfolio](#)

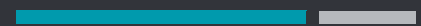
[GitHub Portfolio](#)

SKILLS

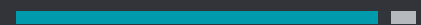
MS Office 365



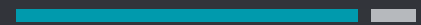
Jira & Trello



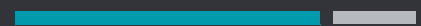
Agile



HTML, JavaScript, CSS, Bootstrap 5



Prototyping (Adobe Xd, Figma, Sketch)



INTERESTS



REFERENCES

References can be provided upon request.

EXPERTISE

- Analytical thinking
- Advanced Computer Skills
- Problem Solving
- Creativity
- Team Player
- Adaptability
- Time Management

LANGUAGE

Spanish - Native

English - B2

CERTIFICATIONS

- 2020
INTRODUCTION TO iGAMING
iGaming Academy
- 2020
CUSTOMER SERVICE iGAMING
iGaming Academy
- 2021
MGA RESPONSIBLE GAMING
iGaming Academy
- 2021
ONLINE CASINO MANAGEMENT
iGaming Academy
- 2021
US ONLINE SPORTSBOOK
iGaming Academy
- 2021
CYBERSECURITY AWARENESS
iGaming Academy

SOCIAL

 [Instagram](#)

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 [Linkedin](#)