

MOISES OBANDO

JUNIOR FRONT END DEVELOPER —



PROFILE

Enthusiastic and well-organized computer science student with 8 months of experience in web development and design. W3C web developer certification. Over 5 years of experience working on personal projects.

Currently, I am seeking a new challenging experience to deliver proven excellent web development skills 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.
- Continuously monitoring chatbot performance with other 2 team members to prevent malfunction and consequently define strategies for enhancements.
- 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.
- Maintained customer retention rate 40% above the company average.
- 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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Sir Joseph Carbone Street
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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



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