# Juan Manuel Sandí Angulo
## Bachelor Degree in Systems Engineering

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## ABOUT ME

Information systems engineer, with interest and enthusiasm for Front-End development, knowledgeable about fundamental programming principles, constantly seeking opportunities to enhance technical skills. Motivated by continuous learning, committed to staying updated on the latest technologies and trends in software development. My attention to detail and passion for problem-solving equip me to effectively tackle challenges and contribute significantly to development projects. Excited about the opportunity to apply my skills and actively learn in a dynamic work environment.

## WORK EXPERIENCE

**Customer Support Representative**
Foundever / December 2022 - November 2023

Tasks: Interact with clients and create case records related to supporting the web application regarding its usage and/or troubleshooting with the application if issues arise, as well as addressing billing issues, using various tools such as Salesforce, Zuora, Jira, Confluence, Slack, to reach a solution that satisfies clients.

Achievements: Public recognition for my proactivity due to continuously resolving issues beyond the scope of my department's attention, thereby improving personal and group SLA metrics.

## SKILLS AND KNOWLEDGE

One year of experience in creating, deploying, and maintaining websites following the "Pixel-Perfect" philosophy, fully responsive, with a preference for the "mobile-first" approach, using technologies such as HTML, CSS, JavaScript, SASS, and applying methodologies and tools such as BEM, GULP, NPM, Yarn, Vite, Flexbox, Grid, Firebase, and GitHub as a code versioning tool.

Basic knowledge in using ReactJS within the MERN stack (MongoDB, Express, React, Node.js), along with other development libraries such as MaterialUI, Bootstrap, Jest, following the Redux pattern applying the Redux/Toolkit tool.

Basic knowledge in relational databases such as MariaDB and MySQL, and non-relational databases such as MongoDB and Firestore.

## ACADEMIC INFORMATION

**Universidad Politécnica Internacional**
Bachelor Degree in Systems Engineering

**Udemy**
CSS Complete Guide

**Udemy**
Modern JavaScript

**ScrumStuy**
Scrum Fundamentals

**Udemy**
ReactJS, Hooks and MERN | In progress

## LANGUAGES

| Spanish | English |
| --- | --- |
| Native | B2+ |