JUAN MANUEL SANDI ANGULO

BACHELOR DEGREE IN SYSTEMS ENGINEERING

About me

Highly motivated person, graduated on bachelor's degree on Systems Engineering, Eager to learn, grow and help a company achieve its collective goals through collaborative work. Task-oriented individual with a strong passion for providing the best level of service and support to any endeavor and project committed.

Languages

- Spanish: Native
- English: B2

Certificates

- Modern JavaScript - Udemy - 2023
- Scrum Fundamentals Certified - 2021
- Computer Operator - 2015

Personal information

Name: J. Manuel Sandi Angulo
ID: 1-1695-0733
Address: Escazú, San José, CR
Email: manuelsandi97@hotmail.com
Phone Number: 6050-3979
GitHub: ManuelSA97

Personal skills

- Problem-solving skills
- Adaptability
- Ease of learning
- Analytical capacity
- Teamwork

Experience

Costumer service
Foundever:
Agent: Providing the best level of customer service.
December 2022 - November 2023.
Tasks: Creating records of cases related to providing support to the web application as well as addressing billing issues, using different tools such as Salesforce, Zuora, Jira, to reach a solution that satisfies the customers

Academic knowledge:

Knowledge on languages:
Knowledge on JavaScript, in combination with CSS (Flexbox, Grid, SASS, Gulp, BEM, NPM) and HTML 5.
Basic knowledge on SQL: Table creations, data querying, view creation, cleansing, formatting.

Other development tools:
Knowledge on GitHub, Visual Studio Code, Postman.

Agile methodologies knowledge:
Scrum

Education

Liceo de Escazú
High School Diploma -2015

Universidad Politécnica Internacional
Bachelor Degree in Systems Engineering 2019 - 2023