

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 person with a strong passion for providing the best level of service, quality and support to any endeavor and project committed.

Personal information

Name: J. Manuel Sandi Angulo

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Certificates

- Modern JavaScript - Udemy - 2023
- Scrum Fundamentals - ScrumStuy - 2021
- CSS Complete Guide - Udemy- 2024
- Computer Operator - 2015

Languages

- Spanish: Native
- English: B2+

Personal skills

- Problem-solving skills
- Ease of learning
- Adaptability
- 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

Skills and knowledge:

Skills:

Ability to create websites under the "Pixel-Perfect" philosophy, fully responsive, with a preference for "mobile-first" method, using technologies such as HTML, CSS, Javascript, SASS, WordPress, applying methodologies and tools like BEM, GULP, NPM, Flexbox, Grid, Vite, and using Github as a favorite code versioning tool.

Other development tools:

GitHub, Bootstrap, Visual Studio Code, Postman, use of libraries.

Agile methodologies knowledge:

Scrum

Education

Liceo de Escazú

High School Diploma -2015

Universidad Politécnica Internacional

Bachelor Degree in Systems Engineering 2019 - 2023