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# FRANCISCO GONZALEZ



FULL STACK DEVELOPER

## PROFESSIONAL SUMMARY

Result-oriented Full Stack Developer. Able to work fast and efficiently as a team player and when using own initiative. Focused individual with a positive attitude and effective communication skills. Proficient in front-end development with a high attention to detail. Increased sales by 12% through educating others. Consistently delivered projects 100% on time on a tight schedule. Strong problem-solving and analytical thinking skills.

## EMPLOYMENT HISTORY

JUL, 2019 - APR, 2023

### UNIVERSAL CALL QUALITY COACH, EXPLORIA RESORTS, ORLANDO FL 34714

- Responsible for training new Financial Services employees and supporting experienced employees to improve their performance.
- Create educational material, conducting training sessions, identifying skills gaps, and ensuring staff members stay motivated.
- Monitor call reporting by individual Team Management.
- Monitor random customer interactions (i.e. calls) to improve the quality, minimizing errors and tracking operative performance.
- Implement new quality assurance procedures to improve call quality and customer satisfaction.
- Achieved monthly finance goals by training new hires.
- Responsible for call quality assurance training at Exploria Resorts in the Hospitality market.

SEP, 2012 - JUN, 2017

### Elementary math teacher, COLEGIO JOHANN PESTALOZZI BILINGUAL ACADEMY, AIBONITO, PR

Duties Included: Elementary math teacher known for my adaptable teaching style, classroom management expertise, and commitment to inclusive education. Specialized in creating practical math curricula, using data-driven assessments, and seamlessly integrating technology. Effective communication, creative problem-solving, and ongoing learning are key components of teaching approach. Empowered students to excel in math while fostering a supportive and engaging learning environment.

- Elementary math teacher
- Adaptable teaching style
- Classroom management expertise
- Commitment to inclusive education
- Creating practical math curricula
- Data-driven assessments
- Seamlessly integrating technology
- Effective communication
- Creative problem-solving
- Ongoing learning
- Empowering students to excel in math
- Fostering a supportive and engaging learning environment

MAR, 2010 - PRESENT

### DENTAL CLINIC ADMINISTRATOR, ISADORA DENTAL SPA, AIBONITO, PUERTO RICO

Duties Included: Patient service, office administration, Dental education, Translator Spanish/English, electronic and technology maintenance, employee supervision and dental insurance application to treatment planning and codifications. Preauthorization, overall office management and front desk tasks.

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## EDUCATION

AUG, 2000 - MAY, 2004

### Highschool Diploma, HOMESCHOOLING APRENDIENDO, AIBONITO/ LAS PIEDRAS, P.R.

EDUCATION

AUG, 2004 – MAY, 2007

4 YEARS MATHEMATICS- PHYSICS CRTS. CONDUCTED TO 4 YEARS, UNIVERSITY OF PUERTO RICO, CAYEY, PR.

President: Math Club “Círculo de Matemáticas”

APR, 2023 – OCT, 2024

FULL STACK WEB DEVELOPMENT BOOTCAMP, UNIVERSITY OF CENTRAL FLORIDA, FLORIDA, USA.

- Intensive program covering front-end and back-end web development.
- Hands-on experience with technologies including HTML, CSS, JavaScript, React, Node.js, and more.
- Developed multiple projects, showcasing proficiency in building dynamic and responsive web applications.
- Gained practical knowledge of database management, API integration, and version control.
- Collaborated with peers on group projects, enhancing teamwork and problem-solving skills.
- Completed coursework and assignments that focused on industry best practices and coding standards.

SKILLS

Front-end web development



Bilingual proficiency



Microsoft Office Suite



Technology integration



Collaborative team player



Goal-oriented mindset



Translator Spanish/English



Employee supervision



Elementary math teaching



Data-driven assessments



Effective communication



Ongoing learning



Quality improvement



Operative performance tracking



HTML



Back-end web development



Windows



Internet tools



Pressure-filled scenarios



Positive interpersonal relationships



Office administration



Electronic and technology maintenance



Overall office management



Inclusive education



Technology integration



Creative problem-solving



Supportive and engaging learning environment



Error minimization



Full Stack Web Development Bootcamp



CSS



SKILLS

JavaScript  
●●●●○

Node.js  
●●●●○

API integration  
●●●●○

Group project collaboration  
●●●●○

Industry best practices  
●●●●○

LINKS

LinkedIn

React  
●●●●○

Database management  
●●●●○

Version control  
●●●●○

Problem-solving skills  
●●●●○

Coding standards  
●●●●○

Portfolio