

# Ricardo Natera

Full-Stack Developer | React · Node · JavaScript · MySQL | 3+ years of experience

ricardoantonionaterasubero@gmail.com ❖ +58 424-8781252 ❖ Nueva Esparta, VE

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## WORK EXPERIENCE

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### Sky Group Tech LLC

February 2023 – May 2025

*Dispatcher (Remote)*

*Charlotte, North Carolina*

- Supervised and reported completed telecommunications installation jobs by field technicians, ensuring compliance with standards and response times.
  - Designed clear quality guidelines to improve service consistency and operational efficiency.
  - Trained new hires in the dispatch area and provided onboarding guidance to new field technicians in each zone.
- Coordinated technical teams and managed work schedules to optimize resource allocation.
- Handled customer complaints and coordinated with zone supervisors for immediate resolution.
- Reduced response times for critical installations and maintenance by 25% through direct coordination protocols.
- Improved operational efficiency and customer satisfaction by implementing standardized procedures for training and issue resolution.

### CML Exports Inc.

February 2022 – May 2022

*Laravel Developer (Remote)*

*Jacksonville, Florida*

- Contributed to the development and maintenance of a logistics management platform focused on national and international shipments.
- Developed Front-End interfaces using Angular.js 12 to enhance user interaction and system usability.
- Built Back-End features using Laravel 9 for shipment tracking, automation, and data processing.
- Designed and implemented from scratch the DHL API integration module, enabling automatic generation of shipping labels, package tracking, and real-time rate validation.
- Collaborated with the product team to translate functional requirements into scalable and stable solutions.

### Grupo Urban Equity 369 C.A.

January 2021 – December 2021

*Web Developer*

*Nueva Esparta, Venezuela*

- Led the development of a digital platform to manage residential construction projects, allowing customers to register and launch projects online.
  - The first project phase was successfully completed and is available at [builar.com](https://builar.com).
- Developed the Front-End using React.js 17.0.1 to deliver a modern and responsive user experience.
- Built the Back-End logic with Node.js 10.15.1, creating secure and modular endpoints.
- Designed and structured the relational database in MySQL to support all business logic and scalability.

## EDUCATION

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### Universidad Católica Andrés Bello

2017 - 2022

*Bachelor's Degree in Computer Engineering*

## CERTIFICATIONS

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### EFSET

March 2024

*English Certificate (C2 - Proficient)*

## SKILLS

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React.js (17+); Angular.js (12+); HTML; CSS; JavaScript (ES6+); TypeScript; Responsive design; UI optimization; Node.js; Express.js; NestJS; Laravel; Software development; RESTful API development; JWT authentication; API integration; MySQL (schema design & optimization); MongoDB; Git & GitHub; Postman; NPM; Docker; Team coordination; Technical training; Problem-solving; Process improvement; Agile methodology (Scrum); Spanish (native); English (professional proficiency)