

PROFESSIONAL
PROFILE

Junior Software Developer currently pursuing a Software Engineering degree with hands-on experience building academic and personal projects using Java, Spring Boot, .NET, and SQL. Strong analytical and problem-solving skills developed through 4+ years of working with enterprise systems and databases. Passionate about backend development and clean, scalable solutions. Worked as a Customer service agent and back office agent.

TECHNICAL
SKILLS

Languages: Java, C#, JavaScript, TypeScript, SQL
Frameworks: Spring Boot, .NET, Angular
Web: REST APIs, HTML, CSS
Databases: MySQL, SQL Server, Oracle
Tools: Git, Azure, Agile/Scrum

PROFESSIONAL
EXPERIENCE

TRANSUNION – BILINGUAL VOICE AGENT (NOV 2024 – FEB 2026)
Resolved customer and system-related incidents through internal platforms and ticketing tools
Handled sensitive financial data following strict compliance standards
Maintained high service quality and reduced case resolution times

EQUIFAX – GLOBAL CUSTOMER CARE (JUN 2024 – OCT 2024)
Troubleshoot technical and account-related issues for enterprise users
Used CRM and reporting dashboards to track cases and escalations
Ensured data accuracy and regulatory compliance

UNITED COLLECTION BUREAU – BACK OFFICE (APR 2021 – JUN 2024)
Managed structured data processes and internal systems
Maintained accuracy of large datasets and confidential records
Improved workflow efficiency and reduced processing errors

EDUCATION

BACHELOR’S DEGREE IN SOFTWARE ENGINEERING (IN PROGRESS)
Cenfotec University

HIGH SCHOOL DIPLOMA (2016 – 2020)
Liceo María Auxiliadora de San José

ENGLISH: B2+

PROJECTS

PROJECT 1 - INTERMITTENT FASTING - JAVASCRIPT - MONGODB - NODEJS
<https://github.com/JolLopez16/Primera-iteraci-n>

PROJECT 3 - TRIBUTICO - JAVA SPRINGBOOT, ANGULAR, TYPESCRIPT
<https://github.com/CodingLab-TribuTico>

PORTOLFIO - ANGULAR
<https://rodrigoretana.github.io/Rodrigo-Portafolio/>