

Silvia Villalba

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[\(408\) 509 3107](tel:(408)5093107)

Enthusiastic and detail oriented.

Entry-level full stack developer with hands-on experience in building responsive web applications. Proficient in HTML, CSS, and JavaScript, with a solid understanding of backend technologies like Express Node.js, Looking to leverage my technical skills and collaborative spirit to drive impactful projects

SOFT SKILLS

Communication : Both verbal and written communication to effectively interact with customers and colleagues, and convey complex information clearly.

Product knowledge: Deep understanding of products and policies to address customer inquiries and provide accurate information.

Customer service orientation: Ability to prioritize customer needs, empathize with their concerns, and provide timely and satisfactory solutions.

Problem-solving skills: Capacity to analyze customer issues, identify root causes, and propose appropriate resolutions within the framework of policies.

Attention to detail: Diligence in delicate processes

Adaptability: Flexibility to handle diverse customer situations, navigate through different scenarios, and adjust to evolving policies or procedures.

Time management: Efficiently manage tasks, prioritize workload, and meet service level agreements while delivering high-quality customer service.

Conflict resolution: Capability to manage and de-escalate conflicts or disputes, while maintaining professionalism and adhering to guidelines.

Technology proficiency: Competence in using software systems, customer relationship management (CRM) tools, and other digital platforms to streamline customer interactions and administrative tasks.

Technical Skills:

Languages: JavaScript, HTML, CSS

Frameworks: Node.js, Express

Databases: PostgreSQL.

Tools: Git, VS Code

Other: APIs, RESTful services, Agile methodologies

EXPERIENCE

Freelance Developer , Remote

June 2024 - present

Full stack developer

UI experience expertise

AALL INSURANCE, Arizona— *Underwriting / Claims / Sales*

July 2023 - May 2024

Up front Underwriter

Processing payment , endorsement & Re quotes

Handling Claims

Towing dispatcher

Hispanid, Utah – *Front line & Back-office services*

January 2022 - May 2024

Creating campaigns for new hires

Providing 5 star customer service to Insurance Agencies

Collaborations & leadership roles

Kerastase, Mexico City – *Sales / Education Associate*

AUGUST 2018 - JANUARY 2022

Salon & Client support

Sales & Retail

Education & training

EDUCATION

UC BERKELEY June 2024 - present

Full Stack Developer

About me

Im self driven by curiosity and hunger for growth,
I thrive in environments where innovation and creativity are encouraged!
Outside of work I'm either outdoors,reading or fueling my creativity with hands-on projects.