JOSHUA BADILLA

CONTACT

(+506)6241-5292

Joshua.badilla@gmail.com

AV. 48A, San Francisco, San José.

SKILLS

Work Force Management

Helpdesk

Customer Service

HTML, CSS, Javascript

.NET, Bootstrap, React

EDUCATION

High School Diploma

Professional High School Ricardo Castro Beer
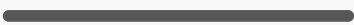
2010 - 2016

IT Essentials

Fundación Omar Dengo

2022

Web development and design

Cenfotec University

2024

LANGUAGES

Spanish ██████████████████

English ████████████

PROFILE

Aspiring Junior Developer with a strong foundation in front-end and back-end web development. Proficient in HTML, CSS, JavaScript, .NET, Bootstrap, and React, with a passion for creating dynamic and responsive web applications. Possesses 4 years of experience in technical support, providing excellent problem-solving skills and a customer-focused approach to troubleshooting and solution implementation. Dedicated to continuous learning and delivering innovative solutions to meet user and business needs.

WORK EXPERIENCE

Fraud Protection Specialist - Phone Support (Capital One)

Foundever.   Feb 2021 - Oct 2021

- Handle inbound and outbound calls to assist Capital One customers with potential fraud on their accounts, ensuring a secure and positive experience.
- Track and document customer interactions and resolutions in Salesforce, ensuring accurate records and compliance with Capital One's policies.
- Process and analyze suspicious activity alerts, escalating complex cases for further review when necessary.

Technical Support Specialist - Email Support (SimpliSafe)

Foundever.   Oct 2021 - Mar 2023

- Provide email-based support to SimpliSafe customers, addressing inquiries and troubleshooting issues related to security systems, equipment setup, and account management.
- Use Genesys Cloud to manage and document customer interactions, ensuring a seamless and consistent support experience across all communications.
- Escalate complex issues through Genesys Cloud to appropriate technical or supervisory teams, ensuring timely resolution for the customer.

Technical Support Specialist - Phone and Live Chat Support (RingCentral)

Foundever.   Mar 2023 - Aug 2023

- Provide email-based support to SimpliSafe customers, addressing inquiries and troubleshooting issues related to security systems, equipment setup, and account management.
- Use Genesys Cloud to manage and document customer interactions, ensuring a seamless and consistent support experience across all communications.
- Escalate complex issues through Genesys Cloud to appropriate technical or supervisory teams, ensuring timely resolution for the customer.

Backup Workforce Management - Real-Time Analyst (RingCentral)

Foundever.   Aug 2023 - Nov 2024

- Monitor and manage real-time workforce metrics using Genesys Cloud, ensuring contact center performance aligns with service level agreements (SLAs) and operational goals.
- Track agent adherence to schedules, occupancy, and availability, addressing any discrepancies or issues that impact service levels in real-time.
- Respond quickly to unexpected changes in call volume or staffing by adjusting schedules, reassigning agents, or coordinating with team leads to maintain optimal coverage.
- Manage workplans to ensure effective coverage across shifts, adjusting staffing as needed in response to changing call volumes and service demands.