

# LUIS UREÑA AROSEMENA

## Front-end Developer

Portfolio: [sourly.dev](https://sourly.dev) 📞 +506 6005 7935

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📍 Cacao, Tambor, Alajuela

Frontend Developer with solid experience in React and Next.js, focused on building intuitive, high-performance user interfaces. Former QA Analyst and technical support agent, bringing a problem-solving mindset and strong user experience orientation. Experienced in Agile teams, CI/CD pipelines, and Linux server deployments. Passionate about clean code, continuous improvement, and delivering products that truly add value.

## EDUCATION

Computer Science

**UNED**

📅 Currently studying

HTML5 with JavaScript & CSS3 advanced

**Skillsoft**

Build Apps Using React: Local Machine & Online Playgrounds

**Skillsoft**

Build Apps Using React: Introducing React for Web Applications

**Skillsoft**

## TECHNICAL SKILLS

Frontend: React.js, Next.js

Agile Methodologies: Scrum

Project Management: Jira

DevOps & Deployment: PM2, Nginx/Apache, CI/CD, Linode

Version Control & Tools: Git, GitHub

## ABILITIES

Effective communication, empathy, problem-solving, active listening, customer orientation, adaptability, quick grasping, great teamwork, time, positive attitude and eager to learn.

## EXPERIENCE

Customer Service Representative

**Movate**

📅 Sep 2024 - Present 📍 Lagunilla, Heredia

- Support restaurant owners in setting up their establishment, including configuring menus, managing integrations, organizing events, and onboarding businesses.
- Troubleshoot and resolve issues related to POS systems, payment processing, menu configurations, and hardware setups to ensure smooth restaurant operations and technical continuity.

Fraud Specialist

**Concentrix**

📅 May 2023 - Apr 2024 📍 Pavas, San José

- Identify and address customer issues related to potential fraud, including updating account information and restoring access for blocked accounts.
- Investigate and resolve disputes on unrecognized transactions by locating and reviewing them within the system.

QA analyst

**Konrad Group**

📅 Dec 2021 - March 2023 📍 La Unión, Cartago

- Helping to solve issues with a web and mobile application checking it to see the releases were in a good status to release them.
- Replicate customer issues to find the problem they were having while navigating in the application.