

Warren Jesus González Reyes

Software developer Engineer

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Warrgonz



Warrgonz.com



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Education

Fidelitas University (58% completed)

Bachelor degree in software engineering
(2020 - present day)

Hispanoamericana University (80% completed)

Technical degree in front end development
(2022 - present day)

Experience

CSNA Advocacy Lead Audible (L4) (December 2022 - Present Day)

Managed ticketing requests that required specialized assistance from a supervisor.

Support to agents via chat assistance, ensuring adherence to company policies and educating them on delivering customized solutions.

Customer call escalations, delivering customized solutions in line with company policies.

Team Manager Thrive Program (L3) (October 2022 - December 2022)

Identify improvement opportunities, and offered coaching based on key performance indicators (KPIs) to support continuous growth.

Weekly reports based on the results obtained by my team performance, identifying areas for improvement and findings to keep their process improvment as new employees.

D2 Incubation Advance Technician (L3) (August 2021 - October 2022)

Troubleshooting via phone calls newly released Amazon devices and test to ensure our customers will have the best possible product experience.

D2AS Generalist (L2) (September 2020 - August 2021)

Front line customer service support, including assistance with order management, account settings, and troubleshooting Amazon devices.

About Me

I'm a Computer Science student, I'm front end developer interested in full stack development. Proficient in OOP design, SQL, and programming languages. I love to learn new skills to improve my knowledge.

Skills

HTML	100%
CSS	90%
Bootstrap	90%
SCSS	80%
SEO	80%
Sql plus	85%
Java	80%
Javascript	80%
UX/UI	85%
Product quality	85%

Language

SPANISH	100%
ENGLISH	90%