



# ALEXANDER DELGADO

## WEB DEVELOPER

### OBJECTIVE

Technologically driven professional that strives to challenge myself with new up and coming technologies. Punctuality, flexibility, and adaptability power my professional growth. I am driven to excel and abide by Gandhi's memorable quote "Be the Change You Wish to See in the World."

Visit <https://www.github.com/alexjoeldelgado> for my repository

### EXPERIENCE

FRONT DESK SUPERVISOR/TRAINER | | HARD ROCK HOTEL  
(10/2017-Current)

**Leading Team Member** in Name Mentions and Loyalty Program Sign-Ups • Named **Employee of the Month** for May 2018 • Certified **Trainer** and have trained **6 Agents** • Implemented and executed new **Technology Practices and Procedures** • Troubleshooted many **network issues** with office computers

LEAD FRONT DESK AGENT / TRAINER | | CASTLE HOTEL  
(06/2015-10/2017)

Integral part of team that raised QA Ranking of 145 to 105 • Trained staff on **Conflict Resolution, Compensation, and Risk/Safety Management** • Acted as **Manager on Duty** and supervised 6 other staff members

GUEST SERVICE COORDINATOR | | UNIVERSAL STUDIOS  
(07/2009-10/2014)

Handled **Guest Satisfaction** and rewarded fellow team members for their due diligence • **Documented** Customer's concerns and **input them into a database** • **Resolved** service and pricing problems for customers by asking clear and specific questions • Provided an **elevated customer experience** to generate a loyal clientele

### SKILLS



Front End Development

Back End Development

Team Building

Social Skills

### CONTACT

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portfolio-ss.herokuapp.com

Orlando, FL



### EDUCATION



**UNIVERSITY OF CENTRAL FLORIDA**

BS Hospitality  
Management

2013



**UCF CODING BOOTCAMP**

Full MERN Stack  
Certificate

2020

### TECHNOLOGIES

HTML, CSS, JavaScript, AJAX,  
API, jQuery, Node.js, ES6+,  
Express, MySQL, Handlebars,  
ORM, Sequelize, MongoDB,  
React