



# ALEXANDER DELGADO

## FULL STACK WEB DEVELOPER

### OBJECTIVE

**Full Stack Web Developer** utilizing experience from a background in Hospitality to create **User Friendly** web applications. I am quite passionate when it comes to **problem-solving** and learning as much as I can within web development. **Collaboration** and **Professionalism** are two key skills I value in my work ethic. My **motivation** is driven by the quote from Gandhi, "**Be the change you wish to see in the world.**" I am looking forward to sharing my skills as a part of a results-driven team to produce efficient and stylized web solutions.

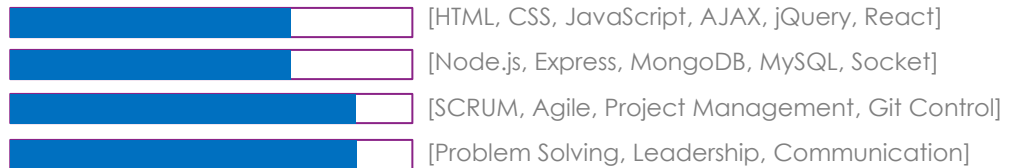


alexjoeldelgado



alexanderdelgado1

### SKILLS



### EXPERIENCE

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

Named **Employee of the Month** for May 2018 • Certified **Trainer** and have trained **6** Agents • Implemented and executed new **Technology Practices and Procedures** • Troubleshooted **Network Failures** • Interfaced with **Client-Side** Property Management Software

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

### CONTACT

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### EDUCATION



**UNIVERSITY OF CENTRAL FLORIDA**

BS Hospitality Management

2013



**UCF CODING BOOTCAMP**

Full MERN Stack Certificate

2020

### PROJECTS

**VEG-HEAD:** Assisted in developing a web app for vegetarian-friendly restaurants and recipes utilizing several APIs

**Aloha:** Helped develop a real-time instant messaging app using Socket.io

**Filmlt.co:** Contributed development for a video upload app used for teachers