

# Alisson Ricardo

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## SOFTWARE ENGINEER

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Coming out of General Assembly's software engineering cohort seeking an opportunity to showcase my skills. Interested in front-end designing and testing, as well as the back-end. Completed several engineering projects through the course and eager to go over them in more detail. Previous work experience has molded me to be collaborative and organized with my peers in all situations.

## TECHNICAL & INTERPERSONAL SKILLS

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**Languages:** Python, JavaScript, HTML, CSS, SQL, Mongo, JSON, Typescript, EJS, DTL

**Libraries and Frameworks:** React, Express.js, Django, JQuery, Bootstrap, Semantic UI, Bulma, Materialize

**Databases and other:** PostgreSQL, MongoDB, RESTful Routing, JSON API

**Interpersonal skills:** Communication, Decision-Making, Active Listening, Teamwork, Positive Attitude, Self-Learning, Time Management, Customer/Client Empathy

## TECHNICAL PROJECTS

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**Pot Smash Simulator '97 - [GitHub](#) | [App](#) - CSS | JavaScript | Canvas**

*An HTML5 Canvas game where you play as a character that tries destroying as many pots in a certain timeframe.*

- Learned a new API (Canvas) on my own to create the displayed area and logic for the game.
- Designed a simple but efficient UI for the player to see the stats, time left, and gameplay.
- Animated movement for the player using key presses and waves of enemies coming down from the screen!

**The Music Box - [GitHub](#) | [App](#) - Node.js | Mongoose | EJS | Express | Bulma**

*A full CRUD app where people can share music and add to the collection page to browse through.*

- Built back-end services to allow for users to post, delete, or update data into the app.
- Wrote code that could handle processing real time data entered by a user about their song/album..
- Styled a clean UI and interface for users to browse and submit/update any of the data in the app.

## EXPERIENCE

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**Asurion**

*Las Vegas, NV*

**Tech Support Rep**

*05/2020 - 09/2021*

- Managed 60 - 80 customer requests via phone, chat, and email daily in a prompt, courteous and efficient manner with AT&T clients.
- Increased monthly sales with the team by 10% with home insurance introduction.
- Raised information, bug, and feature requests to the development team as needed.

**Sykes**

*Las Vegas, NV*

**Tech Support Rep**

*10/2018 - 05/2020*

- Delivered premier customer experience while answering questions, troubleshooting, and providing information to 40 - 50 customers via chat/phone per day with PlayStation clients, significant involvement in maintaining services for millions of the players.
- Educated customers on current product features, service offerings, billing, charges, and overall product value in relation to the company client.

**Petco**

*Las Vegas, NV*

**Guest Advisor**

*04/2017 - 10/2018*

- Provided guests with excellent customer service by being the subject matter expert on all products, nutrition, services, in-store promotions, local community events and other areas of animal care and wellness.
- Designated Keyholder and Leader on Duty (LOD) on a limited basis, as needed.
- Ensured Petco operational standards were maintained throughout the store as well as the health, welfare, and proper care of all live animals.

## EDUCATION

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**General Assembly**

*Las Vegas, NV*

Software Engineering Immersive

*12/2022*