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audiimer.github.io/first-portfolio/

Bethlehem PA, 18015

AUDIS G. MERCADO

EDUCATION

APP ACADEMY
/SELF-PACED FULLSTACK DEVELOPER
BOOTCAMP
2023
Virtual

ASSOCIATE OF APPLIED SCIENCE
/COMPUTER SCIENCE
*Interamerican University of
Puerto Rico, Fajardo
2021
Cumulative GPA: 4.0/4.0*

BACHELOR'S DEGREE IN BUSINESS
ADMINISTRATION/HUMAN RESOURCE
MANAGEMENT
*University of Puerto Rico, Aguadilla
2012 – 2016
Cumulative GPA: 3.5/4.0*

CERTIFICATIONS

Google IT Support Professional
Certificate / 2022
/ Coursera

Academic Excellence Certificate /
2020
*Interamerican University
/ Puerto Rico*

TECHNICAL SKILLS

Technical Support & Troubleshooting-

Ticketing System-

Git/GitHub-

Test Automation (Karate/Cucumber)-

Software Installation & Configuration-

Familiar with Java, C#, JavaScript-

RELEVANT SKILLS

Customer Service-

Problem-Solving-

Critical Thinking-

Fluent in Spanish-

Adaptability-

CAREER OBJECTIVE

Former student and self-taught programmer focused on developing skills in technical support and software development. 7+ years in customer service roles have led to strengthened skills in customer service, teamwork, time management, and problem-solving.

EXPERIENCE

SOFTWARE QUALITY ASSURANCE ENGINEER (INTERNSHIP)
Medtel.com / Old Greenwich, CT / 2022 - 2023
- Found, reported, and documented any backend bugs to ensure a quality product for the customer on its release date
- Created test automation features to validate user inputs such as create, update, and remove
- Managed multiple features to deploy different testing scenarios using GET/POST/PUT/PATCH/DELETE
- Maintained constant communication with the development team to ensure tickets were done before the next software update

INBOUND VENDOR RECEIVE/CUSTOMER RETURNS ASSOCIATE
Amazon / Easton, PA / 2021 - 2023
- **Consistently met or exceeded productivity quota** of receiving, scanning, and processing 1000 items per day
- Verified merchandise and products are packed in a neat and secure manner to ensure customer satisfaction
- Processed customer returns by replacing damaged, expired, and products labeled incorrectly to improve company's warehousing procedures and quality protocols

SALES FLOOR SUPERVISOR
Kmart Corporation /Aguadilla, PR / 2013 – 2019
- Planned and coordinated special activities during high movement periods such as weekend sales, seasonal clearance, and special promotions to **achieve store's $80k-$100k daily sales goals**
- Prevented accidents through a high hazard monitoring and detection protocol saving the company $10k per accident
- Able to quickly troubleshoot all system issues with real-time resolutions following current operating policies
- **Promoted twice to achieve supervisor level due to exemplary performance** as a Cashier and Hardlines Customer Service

HUMAN RESOURCES ANALYST (INTERNSHIP)
Town Hall /Isabela, PR / 2016 - 2017
- Improved efficiency of hiring process by updating out-of-date job descriptions
- Managed the staffing process, including recruiting, interviewing, and hiring candidates for essential role departments such as Finances, Human Resources, and Nursing
- Ensure the organization's compliance with local, state, and federal regulations