

(484)-456-0802



audisg.mercado@gmail.com



[linkedin.com/in/audis-mercado/](https://www.linkedin.com/in/audis-mercado/)



[audiimer.github.io/new-portfolio/](https://audiimer.github.io/new-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, Aguadilla*  
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