

# Jesus Rosa

Full Stack Web  
Developer

Well-qualified Full Stack Developer familiar with wide range of programming utilities and languages. Knowledgeable of backend and frontend development requirements. Collaborative team player with excellent technical abilities.

## Contact

### Address

Charlotte, NC, 28215

### Phone

(330) 599-1776

### E-mail

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### LinkedIn

linkedin.com/in/jesus-rosa-iii-  
8b434384

### GitHub

https://bigzeus2005.github.io  
/jesus-rosa-portfolio

## Skills

JavaScript programming

CSS proficiency

HTML expertise

Concept development

MySQL

Bootstrap

jQuery

MongoDB

React

NodeJS

ExpressJS

Customer service expert

## Work History

2018-02 -  
2020-09

### Customer Support Analyst

*AGDATA, Charlotte, NC*

- Identified trends in client requests and helped management get ahead of ongoing problems.
- Worked within task management system to receive, manage and close support requests.
- Managed fast-paced call center work to assist high volume of daily customers using multiple internal databases and systems.
- Supported customers throughout incident response, management and resolution to deliver expert assistance for technical needs.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Participated in client meetings to help identify and resolve issues and forecast future development.
- Supervised interns and temps to assist in driving client initiatives.
- Became point of contact for AGDATA's largest client and helped transition systems, services, and technologies throughout the Bayer/Monsanto merger.

2012-01 -  
2017-08

### Quality Assurance Professional

*Morgan Stanley, Columbus, OH*

- Completed deviation forms and recorded findings of inspection process, collaborating with quality team members and department managers to implement procedural remedies.
- Provided regular updates to team leadership on quality metrics by communicating consistency problems or production deficiencies.

Application support

Active Listening

Excellent Communication

MS Office

- Provided analytical, planning and coordination support on projects as assigned, reviewing, interpreting, analyzing and illustrating data to stimulate and support enlightened decision making.
- Promoted adherence to quality standards by educating personnel on quality control.
- Collaborated with management to provide training on improved processes and assisted with creation and maintenance of quality training.
- Fixed identified issues to increase productivity and boost workflows.
- Developed monthly, end-of-quarter and other statistical reports for leadership team and quality improvement programs.
- Supervised quality development of tier 1 and 2 agents across 4 customer service sites.
- Worked closely with upper management to implement quality directives.
- Cultivated agents directly in 1 on 1 coaching environment and led classroom-based training sessions.
- Supervised new hire certification process and provided upper management with detailed reports entailing strengths and weaknesses of incoming agents.

### Education

2009-01 -  
2011-12

**Associate of Science: Network and System Administration**  
*DeVry University - Columbus, OH*

### Certifications

2022-02

Certified Full Stack Web Developer, UNCC Coding Bootcamp

### Projects

- E-Commerce demo - A back-end application that utilizes MySQL and Sequelize to allow the user to manipulate the database utilizing various API routes.  
<https://github.com/bigzeus2005/e-commerce>
- Pokedex - A full stack application that utilizes the Pokémon and Giphy third party APIs to allow users to search for any Pokémon and its related giph.  
<https://bigzeus2005.github.io/pokedex/>
- Gamer Connect Reviews - A full stack, responsive video game review site that includes authentication and accepts and responds to user input.  
<https://gamer-connect-123789.herokuapp.com/>