

# Constantine James Enriquez

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633-8106

## Career Goal:

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\_ To work for a growing Information technology company or department that will provide me with the possibility of growing within it, in addition to allowing the development of my abilities and skills in favour of the company's mission and environment.

## Education:

### University of Belize

August 2017 – December 2022

Belmopan city, Belize

- Successfully completed BINT (Bachelors in Information Technology) studies at the University of Belize.

### St. John's College Junior College

August 2014-June 2017

Belize city, Belize

- Graduated in June 2017 with an Associates degree in Computer Information Systems.

Useful courses for the areas of computer information systems include:

- System Analysis and Design
- Computer Networking
- Computer Programming in C++
- Database Management using SQL
- Web Design using HTML and JavaScript

### St. John's College High School

August 2010 – May 2014

Belize city, Belize

- Successfully graduated with a high school diploma in biology, geography and social studies.

## **Volunteer/Job Experience:**

### **Customer Support Specialist, Dealer Spike**

March 2020 - August 2022

- Gained a multitude of experience diagnosing various issues related to Auction123 and Dealer Spike web software.
- Diagnosed and fixed various issues relating to FTP feeds for websites. ● worked with various third parties (ARI, DealerSpike, Cars.com, vAuto, DealerInstinct etc) to ensure the proper integration of Auction123 inventory feeds for clients.
- Assisted in setting up ClickOnce software for Auction123 users.
- Employee of the month for most of 2021.

### **Codeigniter PHP Programmer, ERI**

August 2022 - December 2022

- Worked as a Codeigniter PHP programming intern at the Environmental Research Institute of Belize.
- Rebuilt old web application for uploading and management of Coral Bleaching statistics.

### **Technical Support Specialist 3, Dealer Spike** January 2023 - December 2024

- Diagnosed and resolved technical issues on DealerSpike websites, ensuring optimal site performance and functionality.
- Assisted clients with updating website content, including text, images, and multimedia, to ensure accurate and timely information.
- Used Salesforce content management system to maintain a dedicated log of all changes done to client websites.
- Co-ordinated with other teams to diagnose and resolve advanced client issues.

## **Integration Specialist, Dealer Spike** December 2024 - Present

- Troubleshoot and resolve feed and integration issues on DealerSpike websites, ensuring seamless data flow and optimal performance.
- Support clients with website feed updates, including data mapping and API integrations from third-party platforms such as BoatWizard and Lightspeed.
- Maintain detailed records of website changes and updates using Salesforce CMS.
- Collaborate with cross-functional teams to diagnose and resolve complex client issues efficiently..

### **Strengths:**

- Reasonably versed in many modern computer programming and mark-up languages such as HTML , JavaScript, ASP & PHP as well as general-purpose software such as Microsoft Office.
- Advanced knowledge of photography and video production software such as Adobe Photoshop and Sony Vegas Pro as well as Customer Relation Management (CRM) software such as Salesforce and Microsoft Dynamics 365.

### **Personal Hobbies:**

- **Web Development**

May 2017 – Present

I work as a website developer and manager for businesses upon request.

**Summary of Qualification:**

- Associates Degree in Computer Information Systems
- Bachelor's degree in Information Technology
- Excellent written and verbal communication skills.
- Strong motivational skills.
- Strong ability to work with a team.
- +4 years' technical support & web development experience.

**References:**

Available on Request