

DANIEL DE LA FUENTES

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Willing to relocate: Anywhere
Authorized to work in the US for any employer

WORK EXPERIENCE

Digital Content Moderation - Team Lead

TaskUs - San Antonio, TX
June 2018 to Present

- Filter content from Client's website
- Perform data and research functions
- Manage and resolve customer complaints
- Identify and escalate priority issues
- Document all information on customer interaction according to standard operating procedures
- Meet and exceed client mandated KPI's (Key Performance Indicators)
- Ensure consistent performance based on continuous improvement model
- Ensure that all Log-in and Passwords (both Internal & External) are kept confidential
- Participate in all Internal and External mandated trainings and/or seminars.
- Knowledge, understanding, and compliance with TaskUs policies and procedures.
- Maintain knowledge of functional area and company policies and procedures.
- Provide feedback to management concerning possible problems or areas of improvement.
- Perform other duties as assigned by management.
- Promoted to Subject Matter Expert.

Jr Software Developer - Ui/Ux Team Lead

Appddiction Studios - San Antonio, TX
July 2017 to June 2018

- Worked in both Agile & SAFe settings.
- Created and implemented custom CSS grid system with CSS media queries for mobile responsiveness.
- Used HTML5, CSS3, ANGULAR 4, jQuery, JavaScript, Bootstrap, SQLDeveloper, Java, & jDeveloper.
- Designed complex interfaces to support third party systems.
- Web page development from design to test and up to production deployment.
- Daily meetings over the phone with customer to give brief updates of product.
- Daily to weekly meetings over the phone or in person to discuss customer needs and wants for product.
- Developed highly empathetic client relationships and earned reputation for delivering exceptional customer service.
- Coordinating the workflow between the end user, product OWNER, developer, and yourself.
- Experience working with custom directives, controllers, services, filter modules of Angular 4.
- Good experience in developing the Single Page Applications using Angular.

- Excellent working knowledge and thorough exposure on cross browser / cross device compatibility, with emphasis on Responsive Design principles and Interactive Web Design from simple transition effects to parallax scrolling, rich media presentations.
- Testing for compliance to specified standards such as accessibility standards in the clients region or domain.
- Programming interaction with JavaScript and/or a library such as jQuery, YUI or Prototype.
- Creating, editing or modifying templates for a web development framework or CMS.

(Contract Position)

Shipping and Receiving

TOYOTA GOESEI - San Antonio, TX

January 2016 to March 2017

- Received and unloaded both manually and with equipment such as forklifts and pallet jacks.
 - Checked for damaged goods; verified quantity and quality of order.
 - Verified items received with purchase order; wrapped, packaged, and shipped supplies.
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Technical Support

IBEX GLOBAL - San Antonio, TX

November 2014 to December 2015

- Provided answers to clients by identifying problems, researching answers, guiding client through corrective steps.
- Improved system performance by identifying problems; recommending changes.
- Avoided legal challenges by monitoring compliance with service agreements.
- Participated in development of client training programs by identifying learning issues; recommending instructional language.

EDUCATION

Certificate in Software Development

Southern Careers Institute-San Antonio Woz-U

October 2019 to Present

Certificate in Software Development

Codeup - San Antonio, TX

March 2017 to July 2017

SKILLS

- **Java (1 year)**
- **Javascript (2 years)**
- **MySQL (1 year)**
- **CSS3 (3 years)**
- **JQuery (1 year)**

- Ajax (Less than 1 year)
- Bootstrap (3 years)
- HTML 5 (3 years)
- Photoshop (3 years)
- Git (2 years)
- Illustrator (Less than 1 year)
- Tomcat (Less than 1 year)
- Angular 4 (1 year)
- Type Script (1 year)
- Mobile Responsive Design (2 years)
- Customer Service (2 years)
- ReactJS (Less than 1 year)
- Sass/Less (Less than 1 year)
- Webpack/Babel (Less than 1 year)

LINKS

<https://github.com/d33fu3nt35>

<https://leveluplearning.site>

<https://www.linkedin.com/in/daniel-de-la-fuentes/>

CERTIFICATIONS AND LICENSES

SAFe Certified Advanced Scrum Master

February 2018 to February 2019

SAFe Certified Product Owner/Product Manager

February 2018 to February 2019

Certified ScrumMaster (CSM)

November 2017 to November 2019

ADDITIONAL INFORMATION

- SOFTWARE DEVELOPMENT PROJECTS -

- WEATHER APP -

Weather app that makes AJAX calls to two API's to generate the weather forecast at any given location on the globe. User is able to drag and drop a pin using an stylized Google Map and receive current weather and forecast at specified location.

- LEVEL UP LEARNING -

Mobile-responsive, Java-based platform that connects parents and students with local teachers to advance their education in various subjects. Through 1:1 connections with teachers, parents and students are able to advance their skills by learning new subjects or digging deeper into concepts with which they are already familiar.

- SIMPLE SIMON GAME -

Interactive game modeled after the original "Simon Says" game. Built using JavaScript, jQuery and CSS. Worked through various issues with timing and array building to store Simon's sequence.

Also, I have picked up over 14 online courses over UDEMY that I will be adding into my certificates over time! Thank you!