



Languages
English / Spanish

DAVID SALGUERA

ABOUT ME

Dynamic and results-oriented professional with a diverse background in graphic design, customer service, web and software development.

A creative thinker and problem solver with a passion for delivering high-quality work and exceptional customer experiences. Proven ability to adapt to new challenges, collaborate effectively with cross-functional teams, and thrive in fast-paced environments.

JOB EXPERIENCE

Customer Service Representative

IBEX GLOBAL | Managua, Nicaragua | 2018 - 2019

- Acted as the frontline liaison between the company and customers, providing exceptional service through various channels, including phone, email, and live chat.
- Resolved customer inquiries, concerns, and issues promptly and professionally, ensuring a high level of customer satisfaction.
- Demonstrated effective communication skills to clearly convey product information, policies, and solutions to customers.
- Collaborated with cross-functional teams to address complex customer issues and ensure timely resolution.
- Utilized customer feedback to identify opportunities for improvement in products, services, or processes.
- Assisted in the development and implementation of customer service strategies to enhance the overall customer experience.

Skills:

- Office Suite (Word, Excel, PowerPoint)
- Excellent verbal and written communication skills
- Strong problem-solving and decision-making abilities
- Empathy and patience in dealing with customer concerns

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Graphic Designer

Flexigraph - Printing Services | Guanacaste, Costa Rica | 2019 - 2020

- Conceptualized and executed creative design solutions for a variety of projects, including marketing materials, social media graphics, and branding collateral.
- Collaborated with clients and cross-functional teams to understand design requirements and deliver visually compelling solutions that aligned with brand guidelines.
- Demonstrated proficiency in using industry-standard design software such as Adobe Creative Suite (Photoshop, Illustrator, InDesign).
- Maintained a keen eye for detail, ensuring consistency in design elements and delivering high-quality, pixel-perfect graphics.
- Stayed updated on design trends and emerging technologies to bring innovative and fresh ideas to design projects.
- Successfully managed multiple design projects simultaneously, meeting tight deadlines and exceeding client expectations.

Skills:

Visual Communication (ideas into final products according to the customer's needs)
Branding, Identity & Graphic Design Tools such as Adobe Photoshop, Illustrator, Adobe XD and Corel Draw).

Web Developer

Pixels Santa Cruz | Costa Rica | 2020 – 2022

- Developed and maintained responsive and user-friendly websites using HTML, CSS, JavaScript, and other web technologies.
- Collaborated with cross-functional teams to translate business requirements into effective web solutions.
- Conducted thorough testing and debugging to ensure high-performance, security, and compatibility across different browsers and devices.
- Stayed updated on industry trends and emerging technologies to implement the latest web development practices.
- Implemented content management systems (CMS) and e-commerce solutions based on client needs.
- Participated in code reviews, providing constructive feedback to enhance code quality and maintainability.

Skills:

HTML, CSS, JavaScript
Responsive Web Design
Web Development Frameworks (e.g., React, Next.js)
Content Management Systems (CMS)
Cross-Browser Compatibility
Code Versioning (e.g., Git)

EDUCATION

Polytechnic School of Commerce | REPAIR AND MAINTENANCE TECHNICIAN

High School + Technician in Repair and Maintenance of PC course taught at the Polytechnic School of Commerce

NATIONAL UNIVERSITY OF ENGINEERING | MANAGUA, NICARAGUA

Graduated from System Engineering at the National University of Engineering of Nicaragua

ACHIEVEMENTS

CORNERSTONE ENGLISH INSTITUTE

English as second language taught at Cornerstone English Institute

UNIVERSITY OF ENGINEERING | SCIENCE AND TECHNOLOGY FAIR (2016)

Participation and first place in the category of computer science and UX/UI Development

Project Name: Steel Hammer Hardware Store

IES TECHNOLOGY FAIR – UNI (2016)

Participation and special mention in the Automation Systems category

Project Name: Steel Hammer Hardware Store

CS50x.ni (from HARVARD UNIVERSITY) (2017 – 2018)

Computer Science Course (CS50) from Harvard University taught by PhD. David J. Malan at UNI Headquarters

Project Name: TICD (This is Code Duck) Official Webpage and Android App for CS50x.ni

ENGLISH | EUROPEAN ACADEMY (2018)

Higher Level - English diploma taught at the European Academy based in Managua

LATIN AMERICAN INNOVATION RALLY (2019)

NATIONAL UNIVERSITY OF ENGINEERING, NICARAGUA – (RUPAP Headquarters)

Winner and National Recognition

UNI SCIENCE AND TECHNOLOGY FAIR (2019)

Participation in the Innovation and Artificial Intelligence Category,

First Place Multi-Platform Category

Project Name: CAssist “Course Assistant” Web + Android Development

SKILLS

Customer Service Representative & Tech Support, Software & Hardware Maintenance Technician, Graphic Design, Photoshop, Illustrator, Adobe XD, Figma, Corel Draw, Office Suite (Word, Excel, PowerPoint).

Programming Languages: Java, C, C++, C#, Java FX, Android (Java + XML), HTML/CSS/Javascript, PHP. Frameworks: Laravel, React and Node.js