

# Eddie Borja

Norwalk, CA

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A proactive Web Developer with focus on front-end and user experience development desires to work with a company as a Web Developer to contribute in creating extraordinary experience

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## SKILLS

### Front-End

Javascript ES6

HTML

CSS

### Back End

MySQL

MongoDB

API's

NodeJS

### Source Control

Git

Github

### FrameWorks

React

Bootstrap

jQuery

### Web Tools

Wireframing

Heroku

Visual Studio Code

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## PROJECTS

### Who's Down

FULL STACK PROJECT | [View Website](#) | [View Code](#)

Environment Technologies: HTML, CSS, Javascript (ES6), React, ExpressJS, NodeJS, JSON, Google Maps, Bootstrap, MomentJS, Heroku, MongoDB

- Assisted - Provide prompt IT support services to hospital end-users in person or remotely via remote control software and telephone and/or email. Expedite reported issues based on priority level
- Dedicated- Follow-up on open issues, escalating when necessary, and provide feedback to end-users to maintain excellent customer satisfaction
- Sustained - Ensure proper recording, documentation and closure

### Post It

FULL STACK PROJECT | [View Website](#) | [View Code](#)

Environment Technologies: HTML, CSS, Javascript, NodeJS, ExpressJS, Sequelize, PassportJS, Bcrypt, Heroku

- Answer incoming calls regarding member's physical information, prior authorizations, and payments
- Make outbound calls regarding member's satisfaction with Molina Healthcare, and doctors' appointments

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## PROFESSIONAL EXPERIENCE

### USC Keck Medical Center | Help Desk Support Technician

September 2016 – Current | Los Angeles, CA

- **Assisted** - Provide prompt IT support services to hospital end-users in person or remotely via remote control software and telephone and/or email. Expedite reported issues based on priority level
- **Dedicated**- Follow-up on open issues, escalating when necessary, and provide feedback to end-users to maintain excellent customer satisfaction
- **Sustained** - Ensure proper recording, documentation and closure

### Molina Healthcare | Member Services Representative

May 2015 – September 2016 | Long Beach, CA

- Answer incoming calls regarding member's physical information, prior authorizations, and payments
- Make outbound calls regarding member's satisfaction with Molina Healthcare, and doctors' appointments

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## EDUCATION

### University of California, Irvine

Certificate in Web Development

Graduated October 2018

### Cerritos College

Attending - Computer Science Major

### CompTIA A+

Computer Technician Certificate

Completed February 2016