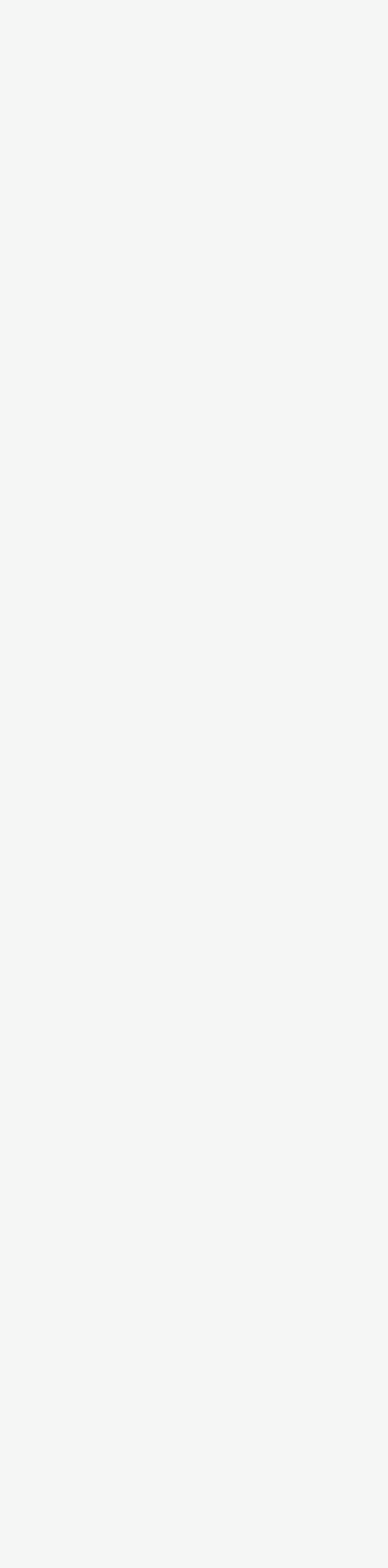


Edgardo Medina

C:\Users\abdou\Desktop\Resumes for Customer\Customer Project\Resume 1\address.pngC:\Users\abdou\Desktop\Resumes for Customer\Customer Project\Resume 1\phone.pngC:\Users\abdou\Desktop\Resumes for Customer\Customer Project\Resume 1\mail.png

Edgardojosemedina2@gmail

**Front-end Developer**

*Freelance Projects*

* Rosa Elena’s Art website - <http://rosaelenasart.com/>
* Medina-Photography- <http://medina-photography.com/>
* Portfolio site - <https://emedina24.github.io/>

**Customer resolution Analyst**

*T-Mobile USA, FL/ June 2013 – Present*

As a CRA I provide direct support to T-Mobiles customer care team by providing In-depth behavior analysis and insights on the customer experience. Pulling interaction data via SQL and building interactive reports designed to identify opportunities and increase revenue from existing customers

**Responsibilities**

* Build and leverage strong community and cross-functional relationships to foster enhanced customer satisfaction and resolution.
* Administering and maintaining sites SharePoint Page.
* Creating SharePoint forms and webpages for site teams.
* Leverage partnership with BSA/CPA for insights, trending and best practices.
* Presenting quarterly insights to Sr. management team in efforts to track front-line progress and identify opportunities.

**EXPERIENCE**

* Ability to design and develop dynamic web pages using HTML, CSS, and JavaScript.
* Applied use of CSS frameworks like Bootstrap and tailwinds to create responsive designs.
* Design websites and maintained content up to date.
* Experience using GIT, for project management and version management.

HTML/CSS

jQuery

Bootstrap

Microsoft SQL

VBA

SharePoint 2013-16

Excel

**Qualifications**

**EDUCATION**

**Perdue Global University**

West Lafayette, Indiana 2016 - 2019

**Certifications**

**Network + CompTIA**

FL, 2015

**SKILLS**

8398 Lake Hill Ct.

Spring Hill, FL,34608

719 232 7364

Junior Front-end Developer with 2+ years of experience designing, developing, and managing interactive websites. Utilizing CSS and JS Frameworks to create fast and responsive mobile websites. Seeking entry-level position developing and managing front-end.

**OBJECTIVE**

Front-end Developer