MICHAEL GONZALEZ

SOFTWARE DEVELOPER

CONTACT

- 809-537-7228
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- Portfolio – LinkedIn – Github
- Dominican Republic, Santo Domingo

SKILLS

Rust

Go

JavaScript — TypeScript

Git

Back-end APIs (REST)

Databases (SQL, NoSQL)

Game Development

COURSES

The Web Developer Bootcamp
Udemy   08/2022 – 12/2022

Ultimate Rust Crash Course
Udemy   03/2023 – 04/2023

The Last Algorithms Course You'll Need
Frontend Masters   06/2023 – 08/2023

EDUCATION

Universidad Dominicana O&M

Software Engineering

2+ Years

LANGUAGES

Spanish   Native

English   Professional proficiency

PROFILE

- **Self-taught** junior programmer with a passion for developing software and learning the techniques, practices and tools used on the job.
- Comfortable with various concepts from low level languages like **Rust**, that push me to learn how everything works under the hood, getting rid of all the abstractions to have a much better understanding and growth as a developer.
- Due to previous jobs, developed great **soft skills** useful for any work environment: communication, critical-thinking, adaptability, team-work and being open to critics from my peers.

TECHNICAL EXPERIENCE

Knowledge

- Memory management, stack, heap, data structures and algorithms.
- Use of pointers, references, smart pointers, multi-threading, etc.
- Knowledge of front-end using **HTML**, **CSS**, **JavaScript** and **React**.
- Back-end applications using **NodeJS**, **Axum**, **MongoDB**, **SQLite and PostgreSQL**.
- Game Development with frameworks like **Raylib** and the **Bevy engine**.

Projects

- My Portfolio made with HTML, CSS and Media queries for responsive layout.
- Backend app to Manage employees, projects and assign projects.
- Flappy Bird clone & Reaction Time Test app. Both made with the Bevy Engine.
- Simon game made with HTML, CSS, JavaScript and some jQuery.
- Back-end API with CRUD operations get and create quotes from famous books.

JOB EXPERIENCE

Customer Retention (Chats) – Remote

Outplex – NY Times   Aug 2020 – Nov 2020

- Analyzed customers' complaints and issues to persuade the cancellation of their services.
- Recommended products and services with the potential to improve customer satisfaction.
- Provided accurate, valid, and easy to understand information using the appropriate tools and methods.
- Made effective use of software, snippets, and scripts to gather repetitive information and accelerate conversation productivity.

Customer Care (Chats) – Remote

Outplex – Bella Loves Me (Banking App)   Nov 2020 – Feb 2021

- Evaluated problems with services, accounts, payments, etc.
- Provided an atmosphere of trust and professionalism while addressing customers' financial concerns.
- Identified trends in the obtained feedback and collaborated with my superiors to get to the root of the problems.