





# Fabio Rodriguez



## Full Stack Software Engineer

I am a Full Stack Web Developer experienced in React, Nextjs, TypeScript and Tailwind. I love creating products from the ground up, and the continuous learning necessary in the tech world. I currently work as a Technical Support Engineer where I'm constantly solving logical problems and finding solutions for our customers.

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## Education

### Front End Masters 2023

Continuous Online Web Development education ranging from Computer Science to Front and Back End Development alike.

### Makers Academy 2021

Full Stack Web Development Bootcamp based in London.

- Built several applications using TDD, MVP
- Pair programmed for over 300 hours.
- Agile/XP

### University of Venezuela - UCV 2018

Bachelor Degree in Modern Languages with Translations and Interpreting

## Skills

### Coding Languages

HTML, CSS, Javascript, Typescript, Python, Java, Ruby, SQL

### Frameworks

React, NextJs, Django, Springboot, Rails

### DBs & Other Technologies

Firestore/Firebase, PostgreSQL, Neo4j, Redis, MongoDB, Tailwind, Figma, AWS

### Certifications

Systems Thinking -MIT

## Experience

### Technical Support Engineer - ServiceNow 2021 - Current

- Provide technical support and assistance to customers, troubleshooting and resolving issues related to the ServiceNow platform.
- Administer and configure ServiceNow instances, including user access, roles, and permissions.
- Collaborate with cross-functional teams to identify, diagnose, and resolve complex technical problems.
- Develop and maintain documentation, including knowledge base articles and standard operating procedures.
- Manage and prioritise incidents, problems, and changes according to established service level agreements (SLAs).

### Freelance Software Developer 2021 - Current

- Worked with a diverse range of clients, including small businesses and individuals, to develop and deploy custom web solutions.
- Developed responsive and user-friendly websites using HTML5, CSS3, JavaScript and React/Nextjs ensuring cross-browser compatibility and mobile responsiveness.
- Collaborated closely with clients to gather project requirements, identify objectives, and deliver projects on time and within budget.

### Team Manager - Sitel UK 2017 - 2021

- Trained, coached, and supervised new staff members.
- Assisted with problem solving for IT and Telecommunications.
- Supervised and delegated tasks to a team of [20] people.
- Proactively participated in meetings and helped create new practices.
- Coached new Agents as for the technical and CS related procedures.