

Gabriela Acevedo

Jr. Full Stack Developer- Senior Customer Success Specialist - Software tester manual

As a Full-Stack Web Developer, I possess strong skills in JavaScript, ReactJS, CSS, and HTML, along with a passion for continuous learning and growth. With a background as a customer success specialist in web hosting, I bring a unique perspective to my development work, ensuring that the end-user experience is always top-of-mind. I am a responsible and respectful team player, eager to acquire new experiences and contribute to innovative projects in the field of web development.

✉ gabrieladesiree@gmail.com

📍 Mar del Plata, Argentina

WORK EXPERIENCE

Customer success specialist Hostinger International Ltd.

07/2019 - Present

Remote

Web hosting services, domain sales, VPS and cloud hosting.

Achievements/Tasks

- Guide the client to start up their products or services, ensuring a pleasant and satisfying user experience for customers in Hostinger Latam.
- Help clients to solve problems that arise with their products or services.
- Review the status of websites, domains, and databases, using different verification tools. Manual testing on the operation of websites, performance test on websites.
- Write articles for the knowledge base and answer questions about them.
- Report issues and bugs related to the platform and the customers websites.

Freelance translator Freelancer and Workana

05/2018 - 07/2019

Freelance work on different web platforms.

Achievements/Tasks

- Translations from English to Spanish, Spanish teacher, documentary research.

Documentary quality assistant RESTCAFE S.A.S.

07/2016 - 05/2018

Bogotá, Colombia

Company dedicated to the manufacture of food products.

Achievements/Tasks

- Document management and update of the Quality and food safety System
- Training of operational and administrative staff
- Internal and external claims management

EDUCATION

FullStack Developer Soy Henry

10/2022 - 04/2023

Argentina

Food engineering Simón Rodríguez National University

10/2010 - 11/2013

Carabobo, Venezuela

SKILLS

Software tester

WordPress

ISO 9001

JavaScript

ReactJS

Redux

SQL

CSS

HTML

GitHub

Trello

Jira

PROJECTS

Promanitas web API - Soy Henry final project (03/2023 - 04/2023)

Project designed and developed in conjunction with a team of developers, in order to publish and search for ads from people offering various home maintenance services. Made with different tools and libraries, compatible with React JS and JavaScript.

Videogames SPA - Soy Henry individual project (02/2023 - 03/2023)

Individually designed project that included features such as filtering, external API integration, relational databases, controlled forms.

COURSES AND CERTIFICATIONS

Software tester QA Advanced
(12/2020 - 12/2020)

Software tester QA (11/2020 - 11/2020)

Internal Auditor ISO 22000
(05/2015 - 07/2015)

ISO 9001-2008 (05/2015 - 05/2015)

Integrated Management Systems
(05/2015 - 05/2015)

LANGUAGES

Spanish

Native or Bilingual Proficiency

English

Full Professional Proficiency