

# JUAN HAMILTON

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Enthusiastic and adaptable professional with expertise in both customer service and software development. Leverages strong communication and problem-solving skills honed through experience in technical support and software development. As a junior programmer, I have contributed to a variety of web projects, applying my programming knowledge and technical aptitude. My customer service experience translates into an ability to efficiently troubleshoot and resolve client issues while prioritizing their satisfaction in a fast-paced environment.

## SKILLS

- Proficient in the following programming languages: JavaScript, TypeScript & Python.
- Knowledgeable on SQL databases such as PostgreSQL and NoSQL databases such as MongoDB.
- Experience with the following technologies: React, Bootstrap, Next.js, Git.
- English proficiency C1: Fluent in spoken and written English.
- Competence with the Microsoft Office environment.
- Ability to manage multiple tasks simultaneously and work in a fast-moving environment.

## EXPERIENCE

APRIL, 2023

### INTERNSHIP, MANZANILLO INTERNATIONAL TERMINAL

I was part of the team responsible for leading the migration of data from a legacy system to a new one. This has involved identifying data sources, evaluating data quality, cleaning, and normalizing data, and loading data into the new system. I have also worked collaboratively with system users to ensure that the migrated data is accurate and complete.

JANUARY, 2022

### CUSTOMER SERVICE REPRESENTATIVE, Alorica

I provided exceptional customer service as a technical support representative, troubleshooting and resolving client issues with printers and related software, guiding them through installations and updates. I addressed their inquiries and concerns regarding the mail system, actively listening to identify root causes and implementing effective solutions to ensure their satisfaction and a positive experience.

APRIL, 2019

### CUSTOMER SERVICE REPRESENTATIVE, Alorica

As a customer service role focused on electronics protection plans, I answered customer questions about existing plans, explained limitations and alternatives clearly when customers wanted to cancel, and presented plan options to new clients. My goal was to empower informed decisions and ensure a positive experience for all customers.

## EDUCATION

2020 – 2024

### SOFTWARE DEVELOPMENT, UTP