

GIOVANNI MERCADO

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LinkedIn: <https://www.linkedin.com/in/ismael-mercado-9b7b0b1b4/> | GitHub:

<https://github.com/ismaelm1991> | Portfolio: <https://ismaelm1991.github.io/Homework-02/>

SUMMARY

Full Stack Web Developer with a background in customer service and a life-long dedication to building and understanding technology. Effective at combining creativity and problem solving to develop user-friendly applications. Known and recognized among staff and peers for strong wit, attention to detail and a strong drive no matter the complexity of the project.

TECHNICAL SKILLS

Languages: Javascript, HTML, CSS, Node.js, API's

PROJECTS:

Destination Dashboard |

<https://github.com/ismaelm1991>

adilh621.github.io/destination-dashboard/dashboard.html

- This project is designed to refine the travelling experience.
- I was responsible for creating the HTML and CSS styling of the project.
- Javascript, JQuery, API's, HTML, CSS

EXPERIENCE

Technical Specialist

Sept. 2016 – Present

Apple Inc.

New York, NY

Role Responsibilities; As a technical specialist, I am responsible for troubleshooting and resolving technical issues with customer products.

IT help desk

July 2020 - Present

Buffalo, NY

IBM

Role Responsibilities; As a IT help desk agent, I am responsible for assisting associates with technical related issues pertaining to one's PC.

EDUCATION

Bootcamp Certificate: Columbia Engineering, New York, NY

A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.

Degree or Certification: Brookline College, GED, Phoenix AZ