

# JAQUELINE ROMERO

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Front End Developer looking for a great new career challenge. Exceptional team player with an analytical approach to developing useful solutions.

## EXPERIENCE

DEZ. 2017 – PRESENT

### FRONT END DEVELOPER

- Produced websites compatible with multiple browsers.
- Consulted with customers to gather requirements and discuss design choices.
- Developed designs to meet specific requirements.

APRIL 2017 – PRESENT

### SAP MASTER DATA ANALYST, JOHNSON & JOHNSON

- Create new product set-up, extensions and interaction with various departments.
- Maintain all fields and develop ensure data accuracy.
- Test, correct and track errors within the SAP database
- Assist in troubleshooting and solving SAP related problems for any department.

MARCH 2016 – APRIL 2017

### SUPPORT ANALYST, MARS

- Create Knowledge base articles based on new discovered solutions.
- Troubleshoot performance issues on devices.
- Perform password administration and access support for Active Directory, PeopleSoft and internal/proprietary systems and applications.

MARCH 2016 – APRIL 2017

### SUPPORT ANALYST, DANFOSS

- Diagnosed and troubleshooted OS processing problems and applied solutions.
- Trained junior members of IT team and new employees on IT best practices.
- Consistently met deadlines and requirements for all production work orders.
- Advocated for end-users to perform testing and problem analysis.

## EDUCATION

JAN 2015

### DEGREE IN INFORMATION TECHNOLOGY, FMU

DEZ. 2018

### MBA IN IT MANAGEMENT, FMU

## **SKILLS & TOOLS**

- HTML / CSS
- JavaScript
- Photoshop
- UX / UI concepts
- Bootstrap
- Wireframe
- Emmet
- Dreamweaver
- Sublime Text 3
- Problem resolution
- Excellent diagnostic skills
- Client Support
- Data analysis

## **CERTIFICATION & COURSES**

- HDI Support Center Analyst International Certification
- Web Design (Origamid)
- SQL Training (Code Academy)
- ITIL Foundations Prep.