

José E. Pimentel

28 Stellman Rd Apt 1, Roslindale Massachusetts, 02131
jedpimentel@gmail.com cell: 857-800-7671

I'm a self-taught front end web developer seeking to kickstart my career.
I'm eager to learn new technologies and grow inside a production environment.

My online portfolio: jedpimentel.github.io

Languages Native English and Spanish

Skills Front-End Web Development (HTML, CSS, JavaScript, React/JSX, SASS)
Media editing (GIMP, Audacity, Sony Vegas, Adobe Lightroom)
Microsoft Excel

Projects

<http://codepen.io/JedPimentel/>
<https://github.com/jedpimentel>

EDUCATION **Front End Development Certification** - FreeCodeCamp.com/jedpimentel (March 20, 2016)
BS in Industrial Engineering - Autonomous University of Santo Domingo (grad. February 25, 2014)

EXPERIENCE

Statistics and Workforce Support - Data Vimenca

Feb 2015 – Aug 2015 (7 months) Santo Domingo, Dominican Republic

Calculated expected staffing requirements. Managed and optimized work schedules of call center agents.

Customer Service Representative - Data Vimenca

May 2014 – January 2015 (9 months) Santo Domingo, Dominican Republic

Merchant-facing customer service for the payment processing industry. Account changes/maintenance, fee inquiries, tech-support, verbal de-escalation.

Quality Control Analyst - Opinion Access Dominicana

May 2012 – Jan 2013 (9 months) Santo Domingo, Dominican Republic

Assured quality of recorded telephonic surveys. Verified adherence to client guidelines and survey best practices.

Telephone Interviewer - Opinion Access Dominicana

November 2011 – May 2012 (7 months) Santo Domingo, Dominican Republic

Telephone surveys. Adhered to survey best practices, ensuring high quality data. Mostly cold calls.