Josue Majano

Software Engineer

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    A creative software engineer with the strong desire to learn new languages and technologies. Processing a strong work ethic and a desire to succeed. Prior to being a software engineer I worked as a Customer Service Specialist II at GSFS Group where my primary responsibility was assisting customers to provide a solution-oriented support while maintaining a customer-centric approach. With my previous experiences I've learned to communicate effectively and adapt quickly to new scenarios. With a curious mind and a passion for learning new technologies has not only helped me grow as a professional but it also helped me discover a passion for software development.

Software Development Skills

- Debugging, JavaScript, Node.js, React, Express, Redux, RESTful API, PostgreSQL, Sequelize, Bootstrap, Flexbox, AWS, React Native, HTML, CSS, Selenium, Sentry

Education

DigitalCrafts | Certificate in Software Engineering | Houston, TX   August 2020 – March 2021

- Software engineering training program covering full-stack development including, but not limited to JavaScript, including an emphasis on cutting-edge frameworks like React/Redux and server-side technologies including Node.js, Express, and PostgreSQL.

Software Development Portfolio

Harry Potter Battle App | harrypotterdueling.herokuapp.com | github.com/OsheaRD/HPBattleApp   October 2020

- Member of a three person team building a battle app that allows the user to pick between a charm, enchantment, or curse to beat the opposing user.
- My primary responsibility for this app was creating the game logic using JavaScript. The approach I took was creating a tic-tac-toe logic.
- This project was built with JavaScript, HTML, CSS, and Bootstrap

GitRunning | gitrunning.herokuapp.com | github.com/josuemajano/GitRunning   December 2020

- A full-stack solo project that allows a user to create a runner's profile using their Github account or by authenticating through Google, or regular email signup.
- The user can essentially create, edit, delete and update a run.
- This project was built using Mustache, Postgres, Passport, Sequelize, and Express.js

React Calculator | angry-meninsky-4a7076.netlify.app | github.com/josuemajano/react-calculator   February 2021

- A simple react calculator that was built to test my react skills containing a simple calculator functions that are stored using Redux
- The app can add, subtract, multiply and divide
- Project was built using JavaScript, HTML5, CSS, React and Redux.

MoviePlex | movieplex-app.herokuapp.com | github.com/josuemajano/MoviePlex   March 2021

- Full stack solo project created ti help users search their favorite movie or TV Show and save them in their library
- The user can signup or sign in and search full library of content thanks to the movie database API
- Capstone project built using React, Node.js, Express, and Postgres
- *Future updates will be implemented to this app with a complete redesign*

Professional Work Experience

NewStore, Inc. | Technical Support Engineer | Boston, MA   January 2023 – March 2023

- Wrote knowledge based and internal documentation
- Managed multiple cases through Salesforce and prioritized based on severity
- Logged bugs and escalations through JIRA

Sauce Labs | Customer Support Engineer | San Fransisco, CA   September 2022 – November 2022

- Developed customer facing documentation
- Developed code samples to demonstrate testing in Sauce Cloud
- Assisted customer through technical issues and logged bugs to senior engineers

Klaviyo | Product Expert | Boston, MA   March 2021 – September 2022

- Provide product support to customers through email and chat
- Diagnose software issues and resolve escalated customer complaints
- Communicate thoughtfully to provide answers to questions to both technical and non technical users

Additional work experience available upon request.