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 GSFSGroup assisting customers where my primary responsibility was to provide 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. A curious mind and a passion for learning new technologies has not only helped me grow as a professional but also build new things.

Software Development Skills

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

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, HTML, and CSS,. Also 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 | https://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 other user.
- My primary responsibility was creating the game logic using JavaScript.
- 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 profile using their Github account or creating an account using their email address.
- A user can create, edit, and update a run.
- Project was built with 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 has simple calculator functions inside a store using Redux
- The application can add, subtract, multiply, and divide
- Project was built with JavaScript, HTML5, CSS, React and Redux.
- Future updates will be implemented on this app with a complete redesign.

MoviePlex | movieplex-app.herokuapp.com | github.com/josuemajano/MoviePlex   March 2021
- Full stack solo projected created to help a user search their favorite movies and save them to their library
- A user can sign up or sign in and search a full library of content thanks to the movie database API
- Capstone project build with React, Node.js, express and Postrges

Professional Work Experience

Klaviyo | Product Expert | Houston, TX   March 2021 – Present
- Provide product support to customers through email and chat.
- Diagnose software issues and resolve escalated customer complaints.
- Communicate thoughtfully to provide answers to questions both technical and non technical end users.

GSFSGroup | Customer Service Specialist II | Houston, TX   September 2019 – February 2021
- Assisting customers with warranty inquires such as GAP, Service Contract and Maintenance Policies
- Process warranty cancellations, transfers, maintenance claims, GAP claims, and service claims.
- Underwrite customer policies to have most accurate information in company databases.

AT&T | Customer Service Representative | Houston, TX   November 2018 – September 2019
- Answering inbound calls from customers with billing issues, technical issues or general questions regarding their services.
- Assist customers with questions or concerns through research and resolution using various company tools and systems.
- Coordinate with all sales channels to help retain existing customers.

Additional work experience available upon request.