Lazaro Carrio

carriolazaro@gmail.com | +1 813-277-8948

 github | linkedin | portfolio

EDUCATION

Bachelor of Arts - Statistics   **Aug 2018 - Dec 2022**
University of Florida   *Gainesville, FL*

SKILLS

Programming Languages JavaScript | Java | C++ | C | MATLAB | R

Technologies MongoDB | React.js | Next.js | Vercel | TailwindCSS

EXPERIENCE

Dell Technologies (via Apex Systems)   **April 2023 - Present**
Mobility Subject Matter Expert   *Remote*

- Resolved Mobility / MacOS / IOS elevated incidents. Maintained a resolution rate of 92% averaged over 1,600 incidents.
- Provided support for a team of T2 mobility agents, teaching them Access Management Tools / Hosting Network / Software Application troubleshooting
- Coordinated with Senior Engineers in validating and improving software for IOS, Android, and MacOS devices. Authored 6 new knowledge base articles, and made improvements to over 30 existing articles.
- Started as a Tier 1 agent, maintained a resolves per hour (RPH) rate of 2.7 (1 of 128 agents). Moved to a specialized Tier 2 executive support team, maintained a customer satisfaction rate of over 95% (1 of 12). Chosen as a Subject Matter Expert among my team (1 of 4).

NOTABLE PROJECTS

Mood2Game   **▶ Live Demo**
                                                                       ** Github**
Full Stack Developer

Next.js, Vercel, MongoDB, DaisyUI, GitHub, React

- Developed a web application that recommends ideal video games based on the user's current mood.
- Utilized Next.js for both front-end and back-end development, ensuring a seamless and responsive user experience.
- Integrated MongoDB for efficient and scalable data storage, managing game information and user interactions. Overcame challenges related to integrating third-party APIs for fetching game data, ensuring accurate and up-to-date information for users.
- Employed DaisyUI to design a user-friendly and visually appealing interface. Leveraged Vercel for seamless deployment and continuous integration, maintaining high availability and performance.

LazaroCarrio.com   **▶ Live Demo**
                                                                      ** Github**
Full Stack Developer

JavaScript, HTML, Tailwind CSS

- Developed a personal website to showcase individual projects and provide detailed information about personal and professional background.
- Designed and implemented the entire website from scratch using JavaScript for functionality, HTML for structure, and Tailwind CSS for responsive and modern styling.
- Overcame challenges related to ensuring cross-browser compatibility and responsiveness, delivering a consistent user experience across different devices and screen sizes.

PUBLICATIONS

CarrioCode   **▶ Channel**

- Created and manage a YouTube channel dedicated to software education, covering topics such as web development, programming languages, and software tools.
- Produced 40 educational videos, accumulating over 800 subscribers and 950,000 impressions.
- Developed content that simplifies complex concepts, making software development accessible to beginners and advanced learners alike.
- Successfully drove traffic to personal website and other online platforms, increasing engagement and visibility across multiple channels.