

# LEANDRO MARTIN ROLDAN

## FULL STACK DEVELOPER

After working for many years in a telecommunications company, where I learned about working in teams, leadership, interpersonal relations, quality and customer satisfaction, and tasks set by goals, I decided to make a change in my professional career.

I discovered this amazing IT world, and I've already feel prepared to contribute to any project and to be part of the solution.

## SKILLS

- React.js
  - Next.js
  - JavaScript
- Node.js
  - Firebase
  - PostgreSQL
- TypeScript
  - Express.js
  - Tailwind
- Leads ship
  - Team work
  - Customer's service

## EDUCATION

**APX - Full Stack Web Developer**  
05/2021 - present day (finishing)

**Universidad Siglo XXI - Bachelor of Business Administration**  
01/2019 - 03/2021

## RECENT JOB EXPERIENCE

**Analyst - Real Time Managment - Movistar Argentina**  
04/2021 - 12/2021

### RESPONSIBILITIES

- To make sure that the customer's incoming calls flow is answered in due time.
- Requested actions to face everyday challenges.
- Analysis of the causes of incoming calls diversions and their impact on the company metrics.

### KEY ACCOMPLISHMENTS

- To maintain the percentage of unanswered calls within the monthly goals.
- To sustaine the productivity and sales in all the call centers, yet still ensuring the customer's quality service.

**Team Leader - Call Center - Movistar Argentina**  
01/2013 - 03/2021

### RESPONSIBILITIES

- To lead the members of my team in developing improvement plans to achieve monthly goals.
- Research of new procedures for customer's service and solutions.
- To contribute in the accomplishment of monthly goals, sales and customer's loyalty.

### KEY ACCOMPLISHMENTS

- Team efficiency, keeping the incoming calls flow regulated without wasting time.
- Team quality, constantly achieving the customer's satisfaction goals.

## LANGUAGES

Spanish and English