

Fernando Galvez

I am a student at Brigham Young University-Idaho, obtaining a degree in software development. Seeking a full-time position in software engineering.

EXPERIENCE

Human Interest — Customer Support Associate II, Bilingual

Feb 2025 – Present

- Managed inbound customer inquiries through email, phone, chat, and SMS for a geographically diverse customer base at Human Interest.
- Collaborated cross-functionally to resolve customer issues and provide best-in-class service in a fast-paced startup environment.
- Achieved company set standards, adhered to the workforce management schedule, and assisted other areas of the organization as needed.

Crmb — Implementation Specialist

November 2023 – August 2024

- Programmed a personalized app and web page for over 20 businesses
- Led weekly product development meetings with developers for 9 months, resulting in 10 features and improvements
- Increased customer productivity by 3x through managing the training and implementation of software for employees
- Taught 20 clients to migrate to and integrate our software
- Provided 24 hour customer support

Afore Coppel — Junior Full-Stack Developer

November 2022 – October 2023

- Coded a microservice to send automatic statements to customers three times a year
- Collaborated with a team of 30 frontend and backend developers to prioritize tickets and fix bugs
- Updated three pages of company website to include changes for new government regulations

EDUCATION

BYU-Idaho — BS in Software Engineering

Anticipated Feb 2026

Funval, Mexico City — Full-Stack Developer Certificate

2022

CONTACT

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github.com/lfglfernando

lfglfernando.github.io/portfolio

SKILLS

JavaScript

Python

HTML5

CSS

Bootstrap

MySQL

MongoDB

Selenium

Pytest

ReactJS

GitHub

Chrome developer tools

Jira

SCRUM Method

English

Native Spanish Speaker

CLASS HIGHLIGHTS

2025

- Web Services
- Web Full-Stack Development
- Data Structures
- Software Testing
- Applied Programming

2024

- Dynamic Web Fundamentals
- Web Frontend Development

2023

- Intro to Programming
- Web Fundamentals
- Programming with Functions
- Programming with Classes (C#)

OTHER

Played high school varsity basketball, winning the regional championship twice and participated in an all-state team of 5 players