

Alejandro Garcia Marin

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EDUCATION

Certificate in Web Frontend

Brigham Young University–Idaho

July 2021
Rexburg, ID

- Web design, HTML, CSS, and JavaScript
- Develop semantic and valid web pages
- Avoid HTML presentational markup
- Make relevant and usable content
- Develop content for both humans and machines
- Proficient with current web design principles

Certificate in Computer Programming

Brigham Young University–Idaho

July 2021
Rexburg, ID

- Learn and apply new technology and techniques
- Use Python, HTML/CSS, Java, and JavaScript
- Convert software requirement into code
- Understand principles of programming and design
- Apply strong design and problem-solving skill
- Strong communication and interpersonal skills

EXPERIENCE

Customer Service Representative

Sykes

January 2017 – Current
Provo, UT

- Engage with US credit card customers, assisting 90+ phone calls per day, receiving performance recognition as top agent
- Coordinate customer unresolved needs, referring to designated departments to improve experience by 80%
- Produce records of customer interactions or transactions, record details of inquiries, complaints, or comments, as well as actions taken, thus helping future assistance in 90% of calls

Counter Help/Cook

Panda Express

April 2008 – Current
Orem, UT

- Train new kitchen workers
- Promote teamwork, resulting in exceptional service and guest dining experience
- Demonstrate multitasking abilities, contributing to finishing daily shift duties on time

SKILLS

- Designing web applications working with HTML/CSS/MySQL/PHP/Json
- Familiarity with the use of GitHub
- Experience with JavaScript, NodeJS, Heroku, and MongoDB
- Apply new technologies
- Take challenges
- Improve existing code with new ideas
- Attention to detail
- Problem Solving
- Responsibility
- Work collaboratively with a development team
- Create maintainable web services