

ALLAN JOSÉ MENDOZA JIMÉNEZ

Software Developer

Software Engineering graduate student seeking an opportunity as a Developer or in a corresponding position. Through my studies, I have gained knowledge of various programming tools that are vital for everyday applications. I am eager for the chance to showcase my abilities and broaden my experience in this area. I also possess more than 10 years of expertise in technical assistance and customer service.

EXPERIENCE

May 2024 - Sep 2024

Junior Developer Internship  
Simetría Digital

- Evaluated and analyzed solutions to address customer requirements.
- Developed and maintained APIs and web applications.
- Designed and implemented full-stack applications (Front-End and Back-End).
- Created comprehensive documentation, including API specifications, standardization guidelines, and requirements.
- Engineered database schemas and structures.
- Achieved task completion within agile sprints.

Technologies: Azure DevOPS, Microsoft SQL Server, MySQL, C# .Net Core, HTML, HTML5, Bootstrap, JSON, CSS, Tailwind CSS, Web Service, Dapper, GitFlow, Swagger, JavaScript, ReactJS, Entity Framework, Clean Architecture, Scrum.

Mar 2023 - Feb 2024

Spanish Interpreter  
Language Line Solutions

- In charge of hearing, comprehending, and analyzing the information conveyed during the conversation.
- Being able to communicate concepts clearly across cultural boundaries as crucial aspect of the role.
- Ability to interpret both in writing and speech.

May 2021 - Sep 2022

Alexa Data Services Associate  
Amazon

- Overseeing the handling of data obtained from Amazon Alexa artificial intelligence and its related products
- Accountable for conducting thorough analysis of the data for the enhancement process of the Alexa device.
- Develop workflows that enable Alexa to comprehend an even-larger array of inquiries.
- Collaborating with my team to enhance process efficiency or elevate the quality of our results.

Nov 2020 - May 2021

Heavy Bulky Services CSA also HBS Obex Adviser / HBS PMP Adviser.  
Amazon

- Responsible for the training, growth, and effectiveness of new employees throughout the onboarding phase at HBS.
- Engage in call listening, mentoring sessions, offer metrics enhancement guidance, and carry out data-mining reporting in direct collaboration with the CSA managers.
- - Tasked with mentoring CSAs in the lowest 10% of organizational metrics and delivering feedback.

Jun 2020 - Nov 2020

Heavy Bulky Services Team Captain  
Amazon

- Share details with the team members under my supervision and promote communication among peers to identify enhancements in metrics.
- Help the colleagues I supervise to enhance the areas where they encounter challenges.

Jun 2017 - Jul 2020

Retail CSA Associate  
Amazon

- Addressing customer needs by finding optimal solutions for issues like lost packages, reaching out to carriers when necessary, and monitoring package status.
- Background in several departments, such as Retail Spain, US Associate, and Retail Mexico Associate.

Dec 2014 - Sep 2016

Technical Support Agent (UVERSE Account)  
Teleperformance

- Offer technical assistance for customers' devices and support them via phone to attempt to fix their internet connection, television, and home phone problems by adhering to troubleshooting procedures.

EDUCATION

2019 - 2024

Bachelor's Degree in Software Engineering  
Castro Carazo University

2012 - 2014

Advertising career  
Hispanoamericana University  
2 years with no expected completion date.

2010 - 2010

English Course  
Global English Academy

SOFT SKILLS

- Leadership
- Quick Learning
- Teamwork
- Mentorship
- Problem-solving
- Creative thinking

TOOLS

- Microsoft Office
- Visual Studio Code
- Visual Studio 2022
- SQL Server MS
- MySQL Workbench
- Postman
- GitHub

PORTFOLIO & GITHUB

- https://amendezadev-en.netlify.app/
- https://github.com/mendoall

CONTACT INFORMATION

Email

ajmdza21@gmail.com

Address

Santiago de Puriscal, San José, Costa Rica

Phone

(506) 86144794

Date of birth

Feb 2, 1991

Nationality

Costa Rican

Social links, website

linkedin.com/in/mendoall

TECHNOLOGIES

- HTML5
- CSS3
- JavaScript
- ReactJS
- React-Router
- Bootstrap
- TailwindCSS
- C#
- MongoDB
- Firebase
- MySQL
- JSON
- SQLServer
- JWT
- NodeJS
- Azure DevOps
- Angular
- Astro

LANGUAGES

Spanish

Native

English

Advanced