

ALLAN JOSÉ MENDOZA JIMÉNEZ

Bachelor student in Computer Engineering looking for an opportunity as a Junior Programmer or a corresponding position. My studies have allowed me to learn from different programming tools that are needed daily and I would like to have the opportunity to show my potential and expand my experience in this area. I also have more than 10 years of experience in customer service and technical support. Strong verbal and written communication skills.

EXPERIENCE

May 2024 - Aug 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, Scrum.

Mar 2023 - Feb 2024

Spanish Interpreter

Language Line Solutions

- Responsible for listening, understanding and interpreting what is been comunicated during the conversation.
- Ability to clearly relay ideas across cultures as an integral part of the role.
- Written and verbal capacities for interpretation.

May 2021 - Sep 2022

Alexa Data Services Associate

Amazon

- Responsible for the processing of data received by Amazon Alexa artificial intelligence and its derivative products.
- Responsible for performing meticulous analysis of the information for the Alexa device improvement process.
- Implement workflows that allow Alexa to understand an even-greater number of questions.
- Working with my team to create process improvements or raise the quality of our output.

Nov 2020 - May 2021

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

Amazon

- Responsible for the coaching, development, and performance of new hires during the Onboarding process on HBS.
- Call listening, mentoring sessions, metrics improvement advises, data-mining reporting directly with the CSA managers.
- Responsible for coaching of CSA at the bottom 10% in metrics of the organization, feedback.

Jun 2020 - Nov 2020

Heavy Bulky Services Team Captain

Amazon

- Provide information to the members of the team I have in charge.
- Encourage the communication of peers to seek improvement in metrics.
- Help the companions I have in charge to improve on the aspects that have difficulties.
- Communicate information via chat or email required by the manager.

Jun 2017 - Jul 2020

Retail CSA Associate

Amazon

- Meeting the customers needs, looking for the best solution for them like lost packages issues, contacting the carriers when needed, tracking packages.
- Experiencie in several departments like: Retail Spain US Associate, Retail Mexico Associate.

Dec 2014 - Sep 2016

Technical Support Agent (UVERSE Account)

Teleperformance

Provide technical support on customer´s equipments and help them through the phone to try to fix their internet connection, television and home phone following troubleshooting steps.

EDUCATION

2019 - 2024

Bachelor's Degree in Informatics Engineering

Castro Carazo University

2012 - 2014

Advertising career

Hispanoamericana University

2 years with no expected completion date.

2010 - 2010

English Course

Global English Academy

2003 - 2009

Bachelor of secondary education

Liceo Académico de Puriscal

OTHER PROGRAMING SKILLS

- Google Firebase DB
- AngularJS
- NodeJS
- MongoDB

GITHUB

<https://github.com/mendoall>

CONTACT INFORMATION

Email

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Phone

(506) 86144794

Date of birth

Feb 2, 1991

Nationality

Costa Rican

Social links, website

[linkedin.com/in/mendoall](https://www.linkedin.com/in/mendoall)

SKILLS & TOOLS

- Leadership
 - Mentoring
 - Quick Learning
 - Teamwork
 - Visual Studio Code
 - Visual Studio 2022
 - MySQL Workbench
 - SQL Server MS
 - Postman
 - Microsoft Excel
 - Scrum

LANGUAGES

Spanish

native

English

advanced