



# MIKAEL BURGOS

## WEB DEVELOPER

### CONTACT

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- 🌐 <https://mikaelburgos97.github.io/mb.github.io/#banner>

### EDUCATION

#### 2020-05 - Current SOFTWARE DEVELOPMENT

- ITLA - Instituto Tecnológico de Las Américas - Las Américas Highway, KM 27, La Caleta C. 27 11606

#### 2015-06 - 2016-06 HIGH SCHOOL DIPLOMA

- Eugenio María de Hostos High School, Los Alcarrizos, Santo Domingo Oeste

### SKILLS

- Adaptability
- Fast Learner
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

### LANGUAGES

- English (Fluent)
- Spanish (Native)

### PROFILE

Versatile professional transitioning from customer service to software development. Leveraging strong problem-solving skills and a customer-centric mindset to excel in coding. Experienced in Node.js, React, Next.js, React Native, Firebase, Redux, jQuery, JavaScript, Typescript, HTML, CSS, Sharepoint Framework, data structures, and SQL Server. Committed to continuous learning and contributing effectively to development teams. Combines technical skills with excellent communication abilities to deliver high-quality solutions.

### WORK EXPERIENCE

- Web Developer** 2023-03 - PRESENT  
National Debt Relief, Santo Domingo
  - Debugged and resolved complex issues in legacy code, improving system stability.
  - Contributed to developing and improving online debt relief services, potentially impacting thousands of clients.
  - Developed and maintained responsive web applications using React and Node.js
  - Integrated RESTful APIs to connect front-end interfaces with back-end services.
  - Contributed to the company's transition from Legacy Code to a modern JavaScript ecosystem.
  - Applied customer service background to better understand and address end-user needs in development process.
- Customer Service Representative** 2020-08 - 2022-09  
Teleperformance, Santo Domingo
  - Maintaining customer satisfaction with forward-thinking strategies addressing customer needs.
  - Providing primary customer support to internal and external customers regarding their billing's health insurance and medical claims.
  - Providing information regarding their health insurance benefits.

### REFERENCE

#### Adrian Torres

National Debt Relief | Manager

Phone: +1-809-299-7085

Email : adrian.torres@nationaldebtrelief.com

#### Nelson Robles

National Debt Relief | Team Lead

Phone: +1-849-407-7186

Email : nelson.robles@nationaldebtrelief.com