Ramón Pocón

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LinkedIn   Github

Professional experience

Professional summary

With a strong background in customer-focus roles and merging developer skills, I believe I'm an excellent candidate for a Jr Frontend engineer / implementation specialist role. My experience in tech support and customer service, combined with my recent transition into software development, gives me a unique perspective on understanding and improving user experience.

Professional experience

Jr Frontend Developer, Startrack. S,A, Guatemala, Guatemala

September 2022 – Currently

- I maintain a large GPS App on web, that shares a real time tracking map, reports and graphs, custom forms, task management and organization solutions for enterprises (B2B)
- We also build a mobile App with React Native call Mobile Worker (available in android/iOS stores) we already hit 10,000 users
- The tech stack in web is React, typescript, Mobx, Redux, SASS and a custom php build in the backend
- Here I build and debug endpoints, pixel perfect views based on figma designs and middlewares
- In Mobile Worker we use React Native, typescript, Zustand Sass and Realmjs for caching solutions

Manual Tester, Startrack. S,A, Guatemala

June 2022 – August 2022

- Identify bugs, and understanding data flows throw the apps
- Test endpoints with postman, and setting up test of the endpoints with Jest
- I was in charge of taking requirements from clients, documenting these requirements, so they could be managed by the rest of the team

Freelance, Guatemala

April 2023, December 2023 (Freelance)

- At EGM Group I build the App from ground up, taking all the requirements from the company, documenting, estimating
- Developing a connection with a SAC API with adonisjs inside a window server, to manage their inventory
- I used Nextjs to handle all the views, and the main app solution, the App is full responsive, I design the App as mobile first
- The App provides, an inventory, users manager and sales manager status.

Workforce Manager, 247.ai, Guatemala

September 2018, May 2022

- I manage a team to provide real-time alerts, business Intelligence with operations, business analytics, data mining and data visualization
- handled communications with operations, clients and other departments
- Responsible of hiring and onboarding Jr real-time analyst
- Here my technical skills were based on excel, power query and API calls so data could be gathered and manage to be share with non-technical people

Customer Service Representative, Allied Global, Guatemala

November 2011, February 2018

- I started as customer service representative handling communications with our client's final users
- I was raised to tech support and later due to my technical skills move to the Executive Resolutions department where we handle transactions that could not be solve by other tech departments

Education

Web Development, Platzi, Guatemala

July 2019

I completed several courses that guide my jump to development

Computer Systems Engineering, Universidad Galileo, Guatemala

January 2023

Languages

English (Level C1)

Spanish (Native)

Skills

- SQL
- PostgreSQL
- HTML
- MongoDb
- Git
- React
- Php
- Javascript
- Typescript
- React-Native
- Vue3
- Redis
- Nodejs