


PAULINA GAVILÁN

TECHNICAL WRITER • SUPPORT ENGINEER • FRONT-END DEV

CONTACT

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 [LinkedIn](#)

 Mexico City

TECH SKILLS

REST APIs • GraphQL • JavaScript •
React • NextJs • Nuxt • Vue • Gatsby •
Git & Version Control • HTML5 & CSS3

EDUCATION

UNAM

Graphic & Digital Design

LANGUAGES

Spanish (Native)

English (Full professional proficiency)

French (Conversational)

EXPERIENCE

Support Engineer

May 2021 - Oct 2023

Prismic. Headless CMS Company with 50+ employees

Remote

- Fixed front-end features and product-related issues
- Developed front-end sample projects using the most popular React frameworks
- Actively engaged with users on the Prismic Community forum, addressing inquiries, and fostering the growth and expansion of the community.
- Continuous learning and adaptation to diverse situations for exceptional customer support.
- Creation of technical documentation as needed.

Technical Writer

Jul 2019 - May 2021

Prismic. Headless CMS Company with 50+ employees

Paris, France

- Wrote and reviewed technical documentation
- Developed and maintained front-end sample projects
- Constant communication with development, marketing, and product teams to produce and publish content
- Investigate and reproduce customer's bugs to understand all use cases

Examples of documentation projects: [Blog Posts](#), [Vanilla JavaScript](#), [NextJs](#)

Front-end Developer

Jan 2019 - Jul 2019

Orax. Venture under Abraxas, an Information Technology & Services company

Remote

- Worked with the start-up team to develop features for the company's app
- Worked in sprints with the team doing daily standups
- Developed independence and better time management to adjust to remote work

Front-end Developer

Jan 2018 - Jan 2019

Scotiabank. Multinational banking and financial institution

Mexico City

- Developed new features for the Bank's main site
- Conducted code reviews for my colleagues' pull Requests
- Utilized Agile Scrum methodology to track and ensure continuous deliveries
- Addressed and resolved incidents reported by the QA team in JIRA