

# PAULINA VARGAS

TECHNICAL WRITER • SUPPORT ENGINEER • FRONT-END DEV

## CONTACT

 [+52 5539234049](tel:+525539234049)

 [pauvpg@gmail.com](mailto:pauvpg@gmail.com)

 [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

*Prismic. Headless CMS Company with 50+ employees*

May 2021 - Oct 2023

Remote

- Fixed front-end features and product-related issues
- Developed front-end sample projects using the most popular React frameworks
  - NextJS, Gatsby, Vue, Nuxt
- 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

*Prismic. Headless CMS Company with 50+ employees*

Jul 2019 - May 2021

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

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

Jan 2019 - Jul 2019

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

*Scotiabank. Multinational banking and financial institution*

Jan 2018 - Jan 2019

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