Alessandro Mate Jr.

alessandromate.dev

With two years of front-end development experience and three years in IT help desk roles, I offer a diverse skill set tailored to modern tech environments.
I prioritize usability and accessibility, delivering timely solutions and ensuring customer satisfaction. My adaptability and passion for innovation drive me to continuously learn and excel in overcoming challenges

Relevant Experience

Senior Front-End Web Developer - **Media Meter Inc.** Jul 2023 - Dec 2023

Front-End Web Developer - Jul 2022 - Aug 2023

- Collaborated with designers to develop engaging and intuitive digital user interfaces, ensuring a seamless browsing experience.

- Translated wire frames into high-quality web pages using best practices in CSS and HTML.

- Implemented interactive web page behaviors using JavaScript, optimizing user interactions.

- Utilized version control with Bitbucket to manage code repositories and streamline deployment processes.

- Developed reusable code components and libraries, enhancing development efficiency and maintainability

- Optimized applications for maximum speed and scalability, ensuring optimal user experience

- Accurately estimated stories and tasks, considering effort, complexity, and uncertainty levels.

- Utilized JIRA to track and manage tickets, ensuring effective task management and timely delivery.

- Regularly debriefed on team performance, making incremental changes to improve productivity and quality

Support Analyst (First Line) - **ATOS** Nov 2018 - Apr 2022

- Handled customer inquiries and concerns in regards with their account

- Provided technical support and advise in resolving customer concerns

- Accurately attended and answered incoming emails based from the contractual SLAs account

- Logged all calls using the designated call handling system and entered accurate information of the received customer concern

- Ensured all tickets raised are accurately resolved with minimal discrepancies between call and ticket ratio

- Performed end-to-end ticket management to all incidents, changes and ensured that all received calls are provided with resolution

Skills

Languages

JavaScript, TypeScript, Node.js, ReactJS, NextJS, VueJS, HTML, CSS,MongoDB, PostgreSQL

Concepts

Web App & Developer Tooling Development, Design Patterns, API Design, Databases (SQL, SQLite, Postgres), Version Control, Testing (Unit, Component, Integration, End-to-End)