ROLANDO CHAPA
FRONT-END WEB DEV

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Resourceful Web Dev with a resilient mindset to get things done, and to make it look and feel good while doing it.

EXPERIENCE

Remote Customer Service Rep at Alorica
May 2021 - Sep 2021 • San Antonio, Texas

Kept records of customer interactions, or
transactions recording details of inquiries,
complaints or comments, as well as actions taken.

Provided primary customer support to internal and
external customers.

Used company troubleshooting resolution tree to
evaluate technical problems and find appropriate
solutions.

Assisted customers with setting appointments,
special order requests, and arranging merchandise
pick-up.

Delivery Driver at Pizza Hut
Apr 2015 - Feb 2020 • San Antonio, Texas

Answer and take down customers orders and
prepping food items for the rest of the day or next
day.

Maintain a happy and satisfied relationship with
customers and resolving any complaints when help
is needed.

EDUCATION

Univirsity of Texas at San Antonio
Aug 2018 - Dec 2021 • San Antonio, Texas

Bachelor of Science in Computer Science

Notable Courses
Systems Programming, Programming Languages, Software Engineering,
Data Structures, Web Development.

Learned how to resolve complex problems using various coding
languages.

Understood concepts of low-level languages to better understand and
learn other low-level and high-level languages.

Learned about introductory software engineering concepts such as
SCRUM, SaaS, B2B, Agile.

SKILLS

Technical
Javascript + ES6
HTML5
CSS3
Terminal
React
Responsive Design
TailwindCSS
git
Java
C

Languages
English
Spanish

Interests
Sportsball
Exercising
Jazz/Hip-Hop/Ambient