

# Christian Palacios

Web Developer (26 years old)

San Antonio, USA

christian-palacios@outlook.com



## Skills

**HTML5** (Experienced)

**CSS3** (Experienced)

**JavaScript** (Experienced)

**jQuery** (Skillful)

**Express.js** (Experienced)

**Node.js** (Experienced)

**MySQL** (Skillful)

**Sequelize (ORM)** (Experienced)

**MongoDB** (Experienced)

**Mongoose (ODM)** (Skillful)

**React** (Skillful)

**PWAs (Progressive Web Applications)** (Beginner)

**GraphQL** (Experienced)

**Jest (Testing)** (Skillful)

**ViTest (Testing)** (Skillful)

**NPM**

**Client Relationship**

## Links

My Website Portfolio

<https://christian-palacios-portfolio.netlify.app>

My Github

<https://github.com/rune-encoder>

## Professional summary

Self-motivated web developer with a passion for problem-solving and creativity. Experienced in a variety of web technologies including HTML5, CSS3, JavaScript, jQuery, Express.js, Node.js, NPM, SQL, Sequelize, MongoDB, Mongoose, React, PWAs, GraphQL, Jest, and ViTest. Combining creativity and logic, I thrive on solving complex puzzles and crafting digital magic. Seeking opportunities to apply my skills and contribute to innovative projects.

## Employment history

**Volkswagen of Alamo Heights | Automotive Service Admin | San Antonio**

*Jun, 2023 - Oct, 2023*

- **Facilitated Seamless Interdepartmental Communication:** Acted as a pivotal link between the Service and Sales departments, streamlining collaboration to enhance the overall customer experience.
- **Created Comprehensive Service Estimates:** Developed detailed vehicle service estimates for the Sales department, ensuring transparent and informative communications with customers about the work required.
- **Effective Liaison with External Service Providers:** Successfully managed external relationships with third-party companies for vehicle services, expanding service offerings and ensuring a diverse range of options for customers.
- **Enhanced Team Performance:** Ensured everyone remained well-informed, preventing workflow stagnation, and maintaining the smooth operation of tasks throughout the service pipeline.
- **Optimized Service Workflow:** Coordinated and scheduled service appointments to guarantee efficient operations, enhancing customer satisfaction and service department efficiency.
- **Meticulous Record Management:** Oversaw the organization and maintenance of service records for all vehicles serviced at Volkswagen of Alamo Heights, ensuring quick and precise information retrieval.

## Hobbies

- When I'm not immersed in the world of web development, you can find me out and about in nature. I have a deep appreciation for the great outdoors and a special fondness for animals. Whether it's a day at the park, a peaceful lakeside retreat, or a weekend camping adventure, I'm in my element. Music is another passion of mine. You might even catch me playing the piano on occasion, and if you're curious, check out my TikTok! To keep my body and mind in balance, I also enjoy working out, with running being a favorite.
- For me, the most important aspect of life is the journey of personal growth and learning. It's about developing one's character and pushing past mental limits. To achieve this, I believe in nurturing the mind, body, emotions, and spirit. It all starts with finding your purpose, and for me, my purpose is deeply rooted in coding. Join me as I continue on this incredible journey of self-discovery and web development!

## Employment history

### Volkswagen of Alamo Heights | Automotive Service Consultant | San Antonio

*Jul, 2021 - Jun, 2023*

- **Deliver Exceptional Customer Experience:** Dedicated to providing top-notch customer service by establishing strong client relationships and offering expert advice on service options, ensuring customer satisfaction and loyalty.
- **Administrative Excellence:** Skillfully handle various administrative responsibilities, including verifying warranties, initiating warranty claims, meticulous record-keeping, preparing comprehensive estimates (including material, supply, and labor costs), calculating customer payments (including deductibles), generating precise and detailed repair orders, and providing accurate estimated completion times. Collaborate with third-party entities and supplement orders when necessary to enhance service efficiency.
- **Effective Communication:** Exhibit superior communication skills, tailoring communication methods to the unique needs of each customer. Cultivate trust and rapport with clients by actively listening and addressing their concerns, ultimately offering effective solutions to various service-related issues.
- **Continuous Learning and Product Knowledge:** Commit to staying current on the latest automotive developments and manufacturer publications by actively participating in educational opportunities, ensuring in-depth knowledge of Volkswagen products and services to better assist clients and provide optimal service recommendations.
- **Assist customers** in understanding the technical aspects of their vehicles and provide recommendations for maintenance and repairs.

### Cavender Buick GMC North | Automotive Service Consultant | San Antonio

*Jul, 2020 - Sep, 2020*

# Employment history

## Volkswagen of Alamo Heights | Automotive Service Consultant

*Nov, 2018 - Jul, 2020*

As a Service Consultant at Volkswagen of Alamo Heights, I provided exceptional service to an average of 152 clients monthly, catering to their diverse needs and service requirements. During my tenure, I made significant contributions to the department's success, including:

- **Revenue Enhancement:** Played a pivotal role in achieving an average monthly gross profit of \$18,605.26 in labor sales, showcasing my ability to drive revenue and contribute to the financial well-being of the organization.
- **Detailed Cost Analysis:** Expertly developed estimates, meticulously considering material, supply, and labor costs, while also calculating customer payments, including deductibles, to ensure complete transparency and accurate pricing for various vehicle service needs.
- **Collaborative Teamwork:** Successfully coordinated with third-party companies and collaborated with interdepartmental staff to accomplish set objectives, guaranteeing that all customer requirements were met effectively and efficiently.
- **Efficient Administrative Tasks:** Demonstrated proficiency in handling a range of administrative tasks, including appointment scheduling, comprehensive documentation, repair order bookings, and the initiation and completion of claims, which encompassed insurance, warranty, and extended warranty claims.

## BMW San Antonio | Automotive Technician | San Antonio

*Mar, 2018 - Nov, 2018*

- **Technical Expertise:** Conducted precise vehicle maintenance, in-depth diagnostic assessments, and expert-level repairs, showcasing my proficiency in intricate automotive systems and components.
- **Meticulous Documentation:** Thoroughly documented and communicated recommendations, detailed vehicle findings, and completed procedures on vehicles' repair orders, ensuring transparency, and comprehensive records.
- **Continuous Skill Enhancement:** Actively engaged in both in-person and online training, keeping pace with evolving automotive technology, manufacturer-specific innovations, and the latest vehicle diagnostics and repair techniques. This commitment to ongoing education attests to my dedication to staying at the forefront of industry advancements.

## Volkswagen of Alamo Heights | Automotive Technician | San Antonio

*Jan, 2017 - Mar, 2018*

- **Technical Aptitude:** Demonstrated proficiency in performing technical vehicle maintenance, diagnosis, and repair, underscoring my strong problem-solving and analytical abilities—essential traits for a web developer.
- **Meticulous Documentation:** Consistently maintained comprehensive documentation by recording detailed recommendations, vehicle findings, and completed procedures on vehicles' repair orders, reflecting my attention to detail and ability to maintain organized records.
- **Commitment to Learning:** Actively engaged in continuous education, attending in-person training sessions and online classes focusing on emerging vehicle technology, manufacturer-specific innovations, and advanced vehicle diagnostics and repair techniques. This commitment to ongoing learning aligns with the ever-evolving landscape of web development, where staying current with technology is essential.

## Education

**Certified: Full-Stack Web Development | University of Texas at San Antonio | San Antonio**

*May, 2023 - Nov, 2023*

**Pre-Computer Science | University of Texas at San Antonio | San Antonio**

*Jan, 2015 - Jan, 2016*

- Some College in Pre-Computer Science

**High school diploma in The Academy of Global Business and Technology | United South High School | Laredo**

*Jan, 2011 - Dec, 2015*

- I graduated rank 9th in my class of 2015