JC RODRIGUEZ

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GitHub:https://github.com/sanjothebay |
Portfolio:https://floating-retreat-55850.herokuapp.com/

SUMMARY

   MERN Full-Stack Web Developer with a life-long dedication to learning. Graduating from The Technology de Monterrey Mexico Coding Course. As a Full-Stack Developer. With an extended knowledge of different languages. Able to Debug Non- Working codes. Creating dynamic applications using React and multiple uses of API. Using a Range of technologies and programming languages. Having an extended Knowledge of Html, CSS, Bootstrap 4, and style components.Having a Service Desk Technical background with AmerisourceBergen performing diagnostics, troubleshooting system issues, training and mentoring employees to promote a culture of collaboration and continuous improvements.

TECHNICAL SKILLS

LANGUAGES SPOKEN:
English & Spanish

PROGRAMMING LANGUAGES:
HTML, CSS, JavaScript, JQuery, Python.

DATABASES:
MongoDB, Express, ReactJS, NodeJS, MySQL, SQLite, NoSQL, SAP Hanna, Oracle, AngularJS, Ajax, Local storage,

TOOLS:
GitHub, GitBash, Heroku, Bootstrap4, Foundation.

APPLICATIONS IN WINDOWS7 & WINDOWS10:
Active Directory, Microsoft Office, Outlook, Skype, Excel, Word, Citrix, Salesforce,
SAP applications, SAP (Data Intake), SharePoint sites (access management), PatientPlus,

PHONE SYSTEM APPLICATIONS:
Avaya One-X Communicator, Avaya One-X Agent, Avaya CMS Supervisor, Avaya Wallboard (Marquee), NICE recording

VPN:
DUO, RSA, Cisco AnyConnect.

TICKETING SYSTEM:
ConnectNow/ServiceNow.

PROJECTS

MY-FIRST-PROFILE:
https://floating-retreat-55850.herokuapp.com/ |
https://sanjothebay.github.io/1st_portfolio_project/ |
https://github.com/sanjothebay/1st_portfolio_project |

- Created a personal portfolio Where my project will be displayed.

- Responsible for all aspects of coding and designing the profile from start to finish
- Languages used: HTML and CSS with **Bootstrap4**

Soccer App:
https://github.com/jeck24/Project1 |
https://jeck24.github.io/Project1/ |
https://github.com/jeck24/Project1/tree/JC |

- **Team** Project Members: Rafael & Eduardo.
- Responsible for Weather Api, Display Of Teams Shield, The layout, and designing the project from start to finish, Responsiveness,
- Languages used: HTML, CSS, and AJAX with Bootstrap4

EXPERIENCE

COMPUCOM | AMERISOURCEBERGEN | SERVICE HELPDESK TECHNICIAN | 2018 – 2020
Mexico City, Mexico

- Providing help, assistance, guidance, and knowledge. Handling calls in a very quick and satisfactory manner, multitask within different applications, and Troubleshooting. Using ConnectNow Ticketing system to document the problem paying attention to detail. As a Level 1.5 agent providing assistance to our agents, acting supervisor. I would walk and go around the floor and provide assistance to our team, and our VIP clients.

KEY ACCOMPLISHMENTS

- Migration Deployment for Carrollton March 2019 AmerisourceBergen
- Excellence Award Awarded March 2018 by AmerisourceBergen Excellence Award
- Excellence Award Awarded December 2018 by AmerisourceBergen Excellence Award

TELETECH | DISH NETWORK | CUSTOMER REPRESENTATIVE   2018 – 2018
Mexico City, Mexico

- Customer service, resolving customer complaints via phone. Canceling or upgrading accounts, promoting packages, and answering questions about their reservations. Providing minor technical support.

KEMPTON | FINANCE |FINANCIAL COORDINATOR | 2017 – 2017
Mexico City, Mexico

- Financial assistance cold calling potential clients, giving them information about our international products to invest in U.S. Dollars, Euros, and Pounds. Setting appointments for the financial closer. Sending informational and appointment emails to clients. Communication with social partners. Pre-qualifying clients, following up with appointments, and callbacks.

Pro-Formance Painting Inc   2008 -- 2016
                                                              San Jose, California

- Industrial painting, prep. Covering everything not being painted.
  Putting tape on the baseboards. Prime. Sanding and wet sanding.
  Cutting in. Rolling. Spraying with an airless and a cup gun.
  Using a hopper for texture. Removing popcorn ceiling.
  Painting doors and frames. Painting with epoxy. Patching holes.

Calderon's Tires Inc. | **Auto Service** | **Main Automotive Technician** | 2004 – 2007
                                                              San Jose, California

- Main Automotive Technician in charge of all the technical automotive issues. Explaining to customers the technical Issues without being too technical in the process. Fixing Brakes, all of and any suspension issues, electrical, alignment, and tires. Majoring in alignment and electrical. Expert in No start conditions.

EDUCATION

MERN Full-stack Developer BootCamp Certificate:
Monterrey Institute of Technology, Mexico City
Technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Node Js, and ReactJS.

Pegasus High School: San Jose, California:
San Jose, California.
Automotive level 1 & 2 / Certifications $ years of education
High School diploma / GPA of 3.3

United Auto Workers Clearfield, Utah:
ClearFiled, Utah.
Toyota Automotive Program 4 years of advanced automotive technical training.
ASE CERTIFIED (AUTOMOTIVE) 2007
Suspension, Brakes, Air Conditioning, Electrical, AAmco Transmission, Engine Repair, Alignment.