

Sebastian Gil Rodriguez

Full-Stack Developer

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[GitHub](#) - [LinkedIn](#) - [Portfolio](#)

SKILLS

HTML, CSS, SASS, JavaScript (ES5/ES6), Jest, React, Redux, Ruby, Ruby on Rails, REST API, CRUD, RSpec, SQL, Git, GitHub.

RELEVANT EXPERIENCE

Software Development Non-profit project

June 2020 - Present

- Develop a [web and mobile platform](#) that facilitates adopting pets that have been rescued by non-profit organizations, allow the general public to support these organizations, and give them the chance to report animal abuse and lost or found pets.

Technical Support Specialist & Mentor *Sutherland (Google - G Suite), Bogota*

February 2018 - April 2019

- Maintained over 95% customer satisfaction. This demanded extensive research and paying close attention to the smallest details in customer-provided descriptions to successfully troubleshoot SaaS products.
- Frequently performed as a back-up for team managers while continuing to deliver excellent results as a consultant and mentor.
- Chosen by management to be part of pilot programs for new lines of business, like Account Recovery and GCP Technical Support.

Team Leader *Teleperformance (Comcast), Bogota*

November 2015 - February 2018

- Promoted after being a consultant and mentor for several support teams, and mentoring new Operation hires.
- Ranked top performer several times due to excellent results achieved by improving each team member's individual strengths and minimizing weaknesses impact.

PROJECTS

[Next Destinations](#): Is an app that allows you to browse through the world's top tourist destinations and lets you save them for future reference. An admin user can create, update, and delete destinations.

[RoR - Learning Tracker](#): This is a learning tracker application that allows the user to track the number of pomodoros accomplished in each learning session. Sessions can also be categorized into groups.

EDUCATION

Microverse, Certificate

February 2020 - July 2020

- Spent 1000+ hours mastering algorithms, data structures, and full-stack development.
- Developed skills in remote pair-programming, using Github, industry-standard git flows, and daily standups to communicate and collaborate with international remote developers.
- Practiced and applied mentorship skills by helping newer students succeed through every step of the program, both in the technical aspect as well as providing personal support.