Sebastian Gil Rodriguez

Full-Stack Developer

+593 98-940-1529 • sebasgilrodriguez@gmail.com

GitHub LinkedIn Portfolio

SKILLS

HTML, CSS, SASS, Bootstrap, JavaScript (ES5/ES6), React, Redux, Ruby, Ruby on Rails, RSpec, SQL, Git, GitHub

RELEVANT EXPERIENCE

Technical Support Consultant & Mentor   February 2018 - April 2019
Sutherland (Google - G Suite), Bogota

- Achieved over 95% customer satisfaction on average. This demanded extensive research and paying close attention to the smallest details in customer-provided descriptions.
- 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 Google Cloud Support.

Operations Supervisor   November 2015 - February 2018
Teleperformance (Comcast), Bogota

- Promoted after being a representative 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.
- Consistently motivated team members to be top performers through the creation and execution of action plans.

PROJECTS

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 - Present

- 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.