

Sebastian Gil Rodriguez

Full-Stack Developer

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[Github](#) [LinkedIn](#) [Portfolio](#)

SKILLS

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

PROJECTS

[Networking Twitter Bot](#)

This bot creates connections with other Twitter users by searching a provided topic and interacting with it (likes, retweets and following tweet authors).

EDUCATION

Microverse, Certificate

February 2020 - Present

- Spent 500+ 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 emotional support.

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 my best results as a consultant and mentor.
- Selected for starting 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, including new hires while on-the-job training.
- Ranked top performer several times with excellent results achieved by improving each team member's individual strengths and minimizing weaknesses impact.
- Achieved making several of my team members operation's best performers by creating action plans for the team and for individual needs.