

Cristian Zambrano

Full Stack Developer

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SUMMARY

I am a dedicated professional with a strong foundation in full-stack development, backed by one year of intensive learning at Microverse, an online school focused on industry applicability. Proficient in JavaScript, React, Redux, Rails, CSS, HTML, Git, APIs and SQL, I bring a diverse skill set and a passion for full stack development to the table. I have valuable experience working closely with Software as a Service (SaaS) companies. This background has polished my ability to excel in dynamic, customer-centric environments and collaborate with different teams.

EXPERIENCE

Design Success Manager

Awesomic

Remote

June, 2023 – Present

- Led a comprehensive analysis of the existing platform, and proposed and implemented a series of strategic changes resulting in a more user-friendly and efficient user experience.
- Spearheaded brainstorming sessions and cross-functional collaboration to generate creative ideas for a new in-app meeting feature. which was subsequently integrated into the product roadmap.
- Advocated for a user-centric design approach within the team, emphasizing the importance of aligning product development with user needs and preferences.

Customer Success Manager

Web4Realty – Elm Street

Remote

January, 2021 – June, 2023

- Collaborated with cross-functional teams in product development, design, and marketing to ensure seamless on-boarding and ongoing support.
- Revamped the active service infrastructure to enhance user experience and drive customer retention, resulting in increased adoption and realization of the value of our products and services.
- Established a streamlined feedback collection process from clients and effectively communicated the findings to the products and operations teams, resulting in targeted service improvements and enhanced customer satisfaction.

Project Manager

Pacific College of Oriental Medicine

Remote

March, 2019 – December, 2020

- Led a high-performing team of 10 employees, seamlessly coordinating and executing tasks to ensure timely project completion with exceptional quality.
- Provided comprehensive training on new processes to up-skill current employees and identified top talent through engaging and effective interview techniques.
- Initiated the development and implementation of robust QA processes that delivered outstanding results and exceeded client expectations.

EDUCATION

MICROVERSE

Remote Full Stack Web Development Program, Full Time

February, 2023 – September, 2023

UNI – IES

Bachelor of Architecture

January, 2012 – December, 2017