

# Juan Manuel Sandí Angulo

## Bachelor Degree in Systems Engineering

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### ABOUT ME

Information systems engineer with one year of experience and a keen interest in Front-End development, possessing fundamental programming knowledge and a passion for continuous learning. Committed to staying updated on the latest technologies and trends in software development. Attention to detail and problem-solving skills equip me to effectively tackle challenges and contribute significantly to development projects

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### WORK EXPERIENCE

#### Customer Support Representative

Foundever / December 2022 - November 2023

- **Tasks:** Interact with clients and create case records (tickets) related to supporting the web application regarding its usage and/or troubleshooting with the application if issues arise, as well as addressing billing issues. Using various tools such as Salesforce, Zuora, Jira, Confluence, Slack, to reach a solution that satisfies clients.
- **Achievements:** Public recognition for my proactivity due to continuously resolving issues beyond the scope of my department's attention, thereby improving personal and group SLA metrics.

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### SKILLS AND KNOWLEDGE

- **Front-End Development:** HTML, CSS, JavaScript, ReactJS
- **Tools:** Git, GitHub, Vite, Yarn, Visual Studio Code
- **Databases:** MariaDB, MySQL, MongoDB, Firestore
- **Back-End Knowledge:** ExpressJS, NodeJS
- **Additional Skills:** SASS, BEM, Flexbox, Grid, “Mobile first”, Responsive design, SEO, RESTful API, MaterialUI, Bootstrap, Redux/Toolkit

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### ACADEMIC INFORMATION

#### Universidad Politécnica Internacional

- Bachelor Degree in Systems Engineering

#### Udemy

- CSS Complete Guide
- Modern JavaScript
- ReactJS, Hooks and MERN

#### ScrumStuy

- Scrum Fundamentals

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### LANGUAGES

**Spanish**  
Native

**English**  
B2+