Fabian Moises Rodriguez Rojas

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SUMMARY

Dedicated and detail-oriented Front-End Developer with experience crafting exceptional user experiences for a diverse range of websites. Proficient in translating design concepts into responsive and intuitive interfaces using a combination of HTML, CSS, and JavaScript. Additionally, currently pursuing studies in networking through Cisco's program, expected to be completed this year. Adept at collaborating with cross-functional teams to deliver high-quality solutions that meet both user and business requirements.

EXPERIENCE

Call Center Agent
Grupo Prides   **December 2021 - March 2022, San José, Tibás**
· Handled an average of 90+ calls per day, resolving customer inquiries and complaints efficiently and effectively with a satisfaction rate of 98%. Responded to customer inquiries, provided product information, and resolved complaints through active listening and troubleshooting solutions within company guidelines. Educated customers on company policies and procedures while adhering to strict industry regulations. Exceeded overall monthly success rate goal of 93% through proactive customer service. Achieved an average score of 4.7 out of 5 on customer satisfaction surveys. Received weekly superior satisfaction performance awards.

PROJECTS

Weather Checker
Own Project · https://weather-umber-theta.vercel.app/ · January 2024 -February 2024
· Implemented front-end design and functionality using HTML, CSS, and JavaScript, with a focus on user experience. Demonstrated proficiency in integrating third-party APIs and managing data to provide real-time weather updates.
· Developed a weather checker web application utilizing an API to retrieve meteorological data.
· Optimized the application for performance, ensuring fast loading times and smooth user interactions across various devices and screen sizes through responsive design principles.

Furniture Online Store
Own Proyect · December 2023 -December 2023
· Developed an e-commerce marketplace for building furniture, an easy-to-use website that offers customers an enriched online shopping experience. Developed my knowledge of HTML and CSS, creating a responsive and beautiful website. Followed all SEO principles to improve best performance using the website. Expected to be scalable to React.js in the future if needed.

Checklist
Oracle Challenge · June 2023 - July 2023
· Used the DOM to create and eliminate 'tasks'. Created a full responsive page to be ready for any screen size. Developed using JavaScript to manipulate the DOM. Used HTML, CSS and JavaScript.

Text Encrypter
Oracle Challenge · April 2023 - May 2023
· Developed and implemented simple encryption algorithm to encrypt and decrypt text. Developed the entire HTML, CSS and JavaScript using a figma document. Followed all the SEO rules to improve best performance. Created all the page responsive.

EDUCATION

Cisco network technician
Cisco · NetAcad · 2024
· I am currently enrolled in Cisco's networking program and am on track to complete it by the end of this year, gaining comprehensive knowledge and practical skills in network management, configuration, and troubleshooting.

English Learning
Minor in English Learning · Wise Academy · Grecia, Alajuela Costa Rica · 2023

Jr. Front-End Developer
Minor in Front-End Developer · Alura LATAM · Brazil · 2023

High School Diploma

Minor in Networking · C.T.P Francisco J. Orlich · Sarchí, Alajuela, Costa Rica · 2021

Middle-Technician Networking

Minor in Networking · C.T.P Francisco J. Orlich · Sarchí, Alajuela, Costa Rica · 2021

CERTIFICATIONS

Introduction to cybersecurity

Cisco · 2024

· Protection of Personal and Business Data: With increasing concern over online privacy, this certification helps individuals and organizations understand how to safeguard their data against potential threats and security breaches.

· Contribution to Global Information Security: By providing a solid knowledge foundation in cybersecurity, this certification helps strengthen global information security by empowering more professionals to mitigate and prevent cyberattacks.

COURSEWORK

Business Agility

Alura Latam · 2023 · Business Agility

· Learn how a company learns to be Agile Discover how to work with Business Agility Understand the importance of focus on value generation Get to know how the organizational structure of an agile company works.

SKILLS

Html, Html Css, Web, Json, Git, Github, Vscode, Bootstrap, JavaScript, Jquery

Soft Skills, Analytical Thinking, Effective Communication, Adaptability and Flexibility, Time Management and Prioritization