

JESER RODRIGUEZ

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PROFESSIONAL EXPERIENCE

Full Stack developer - Outsourcing; Globally *February 2013 - Present*

- Frontend developer for outsource software delivery at Acklen Avenue.
 - Optimized existing client's web applications using Next.js, UI/UX libraries and Cloud technologies, increasing overall performance by 52% and user engagement by 125%.
 - Maintained and contributed to internal components' libraries, as well as creating internal npm packages, reducing development time by 2 – 3 days per sprint.
 - Provided feedback to existing documentation for processes to assist in onboarding of both new and existing employees with new technologies/libraries, reducing onboarding time by 25%.
- Backend developer for custom software delivery at TechAffinity LATAM
 - Assisted with Databases' optimization for internal company tools implementing indexes based on prior data analysis and memacache, reducing fetching times for the most requested data by 3 – 7 seconds.
 - Enhanced APIs performance and endpoint quantity as well as increasing code readability and scalation capabilities. Maintenance time in these APIs were reduced by 30%.

Chatbot developer - Telus International; El Salvador *March 2021 - February 2023*

- Design, development and QA testing of chatbots for Google Workspace and GCP customers ensuring a minimum of 80% rate of problem solving. More than 30+ bots created during my time at the company.
- Recognize Customer needs and proactively focus on fulfilling these needs through innovative thinking and Support Program teams
- Trained 4 batches of new team members, both local and international. Created the respective training material, as well as clear and concise documentation of all tools used.

Tech Support Representative - Telus International; El Salvador *Nov 2019 - March 2021*

- Resolved diverse range of technical and billing issues across multiple Google Workspace products and services for customers and end-users across various time zones.
- Used ticketing systems to manage and process support actions and requests at a rate of 10 – 15 tickets per day.
- Ensuring a minimum 90% rate of customer satisfaction.
- Translated complex technical issues into friendly language for non-technical users.

EDUCATION

Associate Cloud Engineer | Google Cloud | Certification | June 2023

[View issued certification](#)

Dr José Matías Delgado University | Engineering in Electronics and Telecommunications | El Salvador | June 2019

Graduated with High Honors, Score 8.7/10

SKILLS & INTERESTS

Technical: JavaScript, TypeScript, Java, React, Next.js, Express.js, Node.js, SQL, MongoDB, PostgreSQL, SpringBoot, GCP, AWS.

Languages: C1 English, Native Spanish speaker.

Interests: Singing, Voice acting, Guitar, Drawing, Anime, Videogames, JRPGs, Nature, Electronic music, Jpop, Pop Rock