Carlos Parada

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Web Developer with experience in customer service and software development. Passionate about problem-solving, efficient service, and building strong client relationships. Proficient in multiple programming languages and frameworks, with a strong focus on backend development.

Skills

Tech:

PHP (Laravel, PDO), Python, C++, Java, JavaScript, HTML, CSS, Tailwind CSS.

SQL, MySQL, REST APIs, Web Development.

Tools:

VS Code, Git, Jira, Postman, Apache Netbeans.

Soft Skills:

Strong problem-solving abilities, teamwork, adaptability, customer relations, and effective communication.

Extras

Enthusiastic about learning new technologies and continuously improving development skills.

Passionate about web development, backend optimization, and creating seamless user experiences.

Experience

Customer Support Agent @ IntouchCX - Fourth Enterprises LLC | 2022 - Present

Tech: Platform troubleshooting, client support, E-Verify.

- Assisted clients with common platform issues following the acquisition of Snagajob.
- Provided expert guidance on E-Verify and immigration verification processes.
- Ensured smooth client transitions and minimized service disruptions.

Customer Service Representative @ 24-7 Intouch – Snagajob | 2021 - 2021

Tech: Platform troubleshooting, client communication.

- Provided support for the E-Verify platform, ensuring accurate immigration verification.
- Resolved multiple platform errors efficiently, enhancing customer satisfaction.

Customer Service Representative @ 24-7 Intouch – Walmart | 2021

Tech: Web-based appointment systems, customer education.

- Assisted customers in scheduling COVID-19 vaccine appointments on Walmart/Sam's Club platforms.
- Educated customers on vaccine benefits, contributing to public health awareness.

Education

CEUTEC, Tegucigalpa | 2022 - Present BSc in Computer Science

- Intermediate proficiency in programming languages such as C++, Python, Java, PHP, JavaScript, HTML, CSS, and Tailwind CSS.

Daniel's Christian School, Tegucigalpa | 2019 - 2022

- Graduated with an average above 90% and advanced English proficiency.