

Manuel Sanchez

Expert Fullstack software engineer focused on building accessible digital experiences with a strong focus on user experience and accessibility.

Relevant Experience

Senior technical support, Team International August 2023 - March 2024

- Provided first and second-level technical support for over 300 end-users in a fast-paced corporate environment.
- Troubleshoot and resolved hardware, software, and networking issues, reducing system downtime and improving productivity.
- Managed ticketing system operations and followed up on unresolved issues to ensure timely resolutions.
- Assisted in the deployment and maintenance of new IT infrastructure, including server upgrades and migration projects.

Fullstack Developer, Opensoft Dominicana January 2021 - April 2024

- Reviewed code, debugged problems, and corrected issues.
- Provided software application engineering and maintenance for development lifecycle.
- Analyzed existing software implementations to identify areas requiring improvement.
- Used NodeJS, ORM and SQL/No-SQL to develop manage databases.
- Developed functional databases, applications and servers to support websites and back-end.

Bilingual Support, Teleperformance October 2020 - December 2021

- Handled an average of +20 escalations per day, engaging with customers in a friendly, courteous, and professional manner in different projects such as (Doordash, Turo, Snap Finance, Etc)
- Kept accurate records of all interactions, including customer names, addresses, phone numbers, credit card information, and product sales.
- Responded to a large number of chats related to products and services inquiries (Ex., technical support, warranty claims, sales, etc.).

Frontend Developer, Unclick Technologies January 2019 - October 2020

- Developed, maintained, and shipped production code for client websites primarily using HTML, CSS, Sass, JavaScript, and jQuery
- Performed quality assurance tests on various sites to ensure cross browser compatibility and mobile responsiveness.
- Create visual components and layouts using HTML, CSS, and JavaScript.
- Implemented responsive design principles to ensure optimal user experience across various devices and screen sizes.
- Collaborated with cross-functional teams to deliver high-quality frontend solutions that meet client requirements and exceed industry standards.

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Skills

Programming Languages

JavaScript, TypeScript, PHP

Frameworks & Libraries

React, Next.JS, React Native, Tailwind, Angular, Astro, NodeJS, NestJS

Tools & Platforms

Git, Github, Bitbucket, Jira, Netlify, Vercel, Heroku, WordPress, Firebase, Figma, DigitalOcean, Tableau, Servicenow, intercom, kustomer, PostgreSQL, MySQL, Excel, PowerBI

Selected Projects

ARS Banco Central

An official portal for the life ensure of Central Bank of Dominican Republic. Including the listing of their partners

ARS Abel Gonzalez

An official website for the life assurance of the Abel Gonzalez, including a listing of their partners.

GetWell Dominicana

A web portal for Getwell Dominicana, a physiotherapy clinic, for scheduling appointments online.

Education

Universidad Autonoma de Santo Domingo

Bachelor's degree in Computer Science at Universidad Autonoma de Santo Domingo