

Joshua Sifuentes

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Summary

Full-stack web developer transitioning from 8+ years in customer service and technical support; interested in back-end programming and developing solutions for businesses. Currently learning ReactJS to further hone programming prowess.

Skills

Front-End

JavaScript | jQuery | AJAX | CSS3 | Bootstrap | HTML5

Back-End

PHP | Laravel | MySQL | nginx

Operating Systems and Developer Tools

Linux | OSX | Windows | Sublime | Sequel Pro | Git

Education

Codeup

2/2017-5/2017

Codeup is an immersive, full-stack career accelerator that provides students with 536+ hours of expert instruction in software development.

Northwest Vista College

08/2010 - Present

Part time student pursuing a degree in Computer Science. Currently a sophomore with a total of 59 credit hours towards completion.

Software Projects

Pick6

05/2017 - 5/2017

Full stack application created using the Laravel framework, PHP, Bootstrap, CSS, HTML, and Javascript. My final capstone project created in a team of 3. Pick6 is a application which allows you to play against other users in predicting the final score for a football game, where the winner chooses a charity to donate the proceeds.

Bracket Studio

04/2017 - 5/2017

Built a full-stack web application for Bracket Studio Gaming. Bracket Studio was created using the Laravel framework, PHP, Bootstrap, CSS, HTML, and a Twitter API to display their latest tweets.

Ad-Up

04/2017

Adlister project created using PHP, Javascript, MySQL, HTML, and CSS. Built a craigslist clone where users can sell and manage items.

Simple Simon jQuery Project

03/2017

Created web-based game using JavaScript and jQuery. Memory game where the player must duplicate sequences provided by computer.

Experience

Senior at-Home Advisor, Apple

San Antonio, TX - 7/2016 - 1/2017

- Mentored and coached 30+ junior at-home advisors.
- Supervised and resolved client escalations from junior staff.
- Managed call flow and responded to technical support needs of customers.
- Collaborated with support-side software engineers.
- Installed software, repaired hardware, and resolved technical issues.
- Demonstrated professionalism and courtesy with customer at all times.
- Followed up with clients to ensure optimal customer satisfaction.

At-Home Advisor, Apple

San Antonio, TX - 7/2015 - 7/2016

- Resolved issues on specific product segments, both hardware and software.
- Reassured customers with friendly technical expertise, creativity, and problem-solving ability.
- Probed root causes of customer issues and led troubleshooting efforts.

Geek Squad Technology Education Agent, Best Buy

San Antonio, TX - 5/2013 - 7/2015

- Educated clients and provided walk-out working solutions.
- Conducted technology clinics and classroom-based training sessions.
- Engaged with sales team to explain services and technology to help achieve business category goals.
- Created tickets and led software troubleshooting.

Sales Associate, Best Buy

San Antonio, TX - 10/2007 - 5/2013

- Used innovative training tools to stay current, confident and complete; driving profitable growth and achieving individual and department goals.
- Accumulated and applied the appropriate knowledge and expertise through continuous learning and self-development, enabling myself to provide an excellent customer shopping experience.
- Developed positive customer relationships through friendly greetings and excellent service.