

DANIEL SOSA

PROFESSIONAL SUMMARY

Determined employee with skills performing routine operation checks on work equipment and always exercising safety measures to limit injuries. Hardworking individual carrying out oral and written instructions effectively and efficiently. Uses constructive criticism to improve skills and job performance. Tech-savvy Web Developer that contributes specialty in search engine optimization, marketing, audio/video integration to launch custom-tailored code for website presence. Detailed understanding of complex, up-to-date programming languages and considerations. Innovative approach to actualizing organizational marketing plans.

ACCOMPLISHMENTS


- Product Promotion - Up-sold products and motivated customers to upgrade current product plans.
- Telephone Service - Professionally processed 80+ calls per day, providing information and service to ensure customer satisfaction.
- Conflict Resolution - Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction.
- Achieved 95% by meeting company goals with accuracy and efficiency.

WORK HISTORY

Engagement Specialist, 05/2021 - Current
Carenet, San Antonio, TX

- Answered constant flow of customer calls with minimal wait times.
- Recommended products to customers, thoroughly explaining details.
- Quickly and accurately answered customer questions, suggested effective solutions and resolved issues to increase customer satisfaction 85%.
- Effectively communicated with customers about account changes, services and potential prescription upgrades.
- Resolved 150 issues over phone with 200 customers daily.

 New Braunfels, TX 78130

 (903) 243-0633

 danielsosa2121@gmail.com

WEBSITE, PORTFOLIO, PROFILES

- <https://www.linkedin.com/in/daniel-sosa-a940381b9/>
- <https://sosadaniel12.github.io/MyFirstCoolPortfolio/>

TECHNOLOGIES

- HTML5
- CSS3
- Git
- JavaScript
- Node.JS
- Express
- MySQL
- Jest
- Bootstrap
- Materialize
- React

EDUCATION

Certification, Web Development,
Expected in 01/2022
UTSA Coding Bootcamp - San Antonio, TX

High School Diploma, 05/2017
Sulphur Springs High School - Sulphur Springs, TX

General Maintenance Worker, 10/2020 - 03/2021

Comal ISD, New Braunfels, TX

- Used measuring tools such as gauges and tape measure to identify conforming parts during production.
- Operated industrial trucks, tugs and electric hoists to load and move materials.
- Monitored machines and made skilled repairs based on immediate and long-term needs.
- Monitored compliance of safety policies and procedures and coordinated protective gear for workers to maintain safe conditions.

Roofer Laborer, 01/2018 - 10/2020

Clayton Homes Manufacturing, Sulphur Springs, TX

- Inspected problem roofs to determine best repair procedures.
- Installed high-quality roofing systems, paying careful attention to hazards and other safety concerns.
- Expanded knowledge of roofing materials, techniques and cost effectiveness.
- Trained and supervised roofers in certified apprenticeship programs.
- Trained and oversaw individuals in roofing system installations.