Johanna Sanchez

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SKILLS AND TRAINING

Languages: JavaScript, Python, HTML/CSS, NodeJS
Libraries & Frameworks: jQuery, React, Bootstrap, SASS, TypeScript
Technologies & Other: Git, Github, SEO, Web Hosting, AJAX

RELEVANT PROJECTS

Front-End Website: .TRAVEL. Welcome to China   1-2023
HTML/CSS Responsive
- This website will show the most popular cities to visite in china. This includes links to the most popular places to eat,go to, and stay in those cities.
- This website also contains maps of those cities to view location ans to be redirected to a travel website to view more details of those cities and to be able to book a trip.

Front-End Application: World Clock   1-2023
HTML/CSS/JavaScript Responsive
- Shares real time of cities and current location.
- The site has a live background and by seleecting the current city, this will provide you the current time of your location.

Front-End Application: *Weather-App*   12/22
HTML/CSS/JavaScript Responsive
- Share what the app does, the main purpose of the app, and the app's goal
- Add details about features of the app. Does it include authentication, does it have a modern design? What does it allow users to do?

Front-End Website: *Website*   12/22
HTML/CSS/JavaScript Responsive
- If you are a fan of Chinese dramas this website will have some of the new upcoming and popular dramas to date.
- This site has a light button that provides the user to change the background as well as a button at the base of the page that will direct the user to t

ADDITIONAL EXPERIENCE

Geotab, Las Vegas (Remote)   11/16/2020 - Current
Senior Product Support Specialist trilingual

- Support client, carrier and sales team by providing phone, chat and email assistance relating to device errors, network communications, portal configuration and navigation, product implementation, and troubleshooting.Support the MyGeotab software application and the Geotab GO devices, IOX and other hardware.
- I have a well-defined sense of diplomacy, conflict resolution, and relationship management skills. Being trilingual, I was able to provid a resolution to issues right away and assisted my team with solutions to general inqueries.

TripAdvisor, Las Vegas   10/12/2018- 03/05/2020
Customer Care Specialist trilingual/Bokun

- Handle English and French inbound/outbound calls/emails or chats. Identify and resolve customers' requests/questions or complaints using relevant knowledge base tools. In Bokun I was able to produce support material for customers, both in text and as videos, and Develop an extensive working knowledge of the Bokun product suite. Troubleshoot issues reported by customers and provide solutions, Facilitate problem-solving between end-user and Bokun's development staff. Support the MyGeotab software application and the Geotab GO devices, IOX and other hardware.
- I was able to de-escalate numerous cases, able to assist customers in stressful moments, and resolve issues. Being trilingual, I was able to assist and resolve issues right away. I am highly organized and able to manage multiple tasks simultaneously.

EDUCATION

SheCodes – Front end Software Engineer Febuary 2023 Learn, build, and showcase expertise through comprehensive portfolio projects utilizing CRUD functionalities, Object Oriented Design, and test-driven programming

PIMA-Medical – Veterinary Assistant May 2010 Associates of Animal Science/Assistance Veterinary medical field.