

Noel Pena

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Skills

- **Front-End Web Development:** React, TypeScript, JavaScript, Next.js, Material UI
- **Mobile Development:** Flutter/Dart
- **Back-End Web Development:** Kotlin, Node.js, Java, Python, Flask, MongoDB, PostgreSQL, MySQL, SpringBoot
- **Cloud Services:** AWS (S3 Bucket, CloudFront, Route 53), Azure DevOps
- **Version Control:** Git, GitHub
- **Other:** REST APIs, user authentication, Command Line, OAuth, openAI API, auth0
- **Operating Systems:** Windows, macOS, iOS, Linux, Android troubleshooting and repair
- **Languages:** Bilingual in English and Spanish
- **Microsoft Products:** Proficient in Excel, Word, Access, PowerApps, PowerBI

GitHub Projects

Portfolio Site:

Website: <https://noel-pena.com>

GitHub: [Portfolio](#)

InterviewerAI:

Website: <https://interviewerai.onrender.com/>

GitHub: [InterviewerAI](#)

Wallpaper App:

Website: NA

GitHub: [Wallpaper](#)

Commercial Portfolio:

Website: <https://jbcprofessional.com/>

GitHub: [Commercial Site](#)

Experience

Owens Corning, Tampa, Florida

Full-stack Engineer

2024 - Present

- Operating as a full-stack engineer using technologies such as React.js, Kotlin, TypeScript, Java, PostgreSQL, Material UI.
- Execution of agile methodologies

ServiceNow, Orlando, Florida

Technical Support Engineer

2024 - 2024

- Troubleshooting ServiceNow proprietary products with the use of ServiceNow low-code troubleshooting, JavaScript, or Java

Web Developer, Orlando, Florida

Freelance Web Developer

2023 - 2024

- Achieved perfect client satisfaction rating of 100% by swiftly integrating feedback from client surveys.
- Spearheaded the implementation of Node.js, React.js, Material UI, and AWS to optimize product performance.

GEICO, Lakeland, Florida

2019 - 2023

Bilingual Customer Service Supervisor

- Directed, coached, and managed teams of 10+ customer service representatives at a time.
- Orchestrated robust data extraction processes utilizing SQL queries and Microsoft Office suite, optimizing data retrieval efficiency and enhancing data accuracy by 25%, enabling data-driven decision-making and strategic planning.
- Engineered a data-driven approach to call center operations, utilizing insights to refine workflows and decrease call resolution time by 15%, resulting in a 5% increase in customer retention rates.
- Boosted team productivity, resulting in a 10% reduction in customer wait times.

Holiday Inn Orange Lake Resorts, Orlando, Florida

2018 - 2019

Inbound Call Sales Agent

- Championed a customer-focused approach that led to the successful sale of 100+ vacation packages, elevating customer retention rates by 30% and increasing referral sales by 15%.
- Recognized as a top sales agent within the first month of training.

Geek Squad, Davenport, Florida	2017 - 2018
Home Theater Installer <ul style="list-style-type: none"> Executed end-to-end setup and repair of advanced home theater systems, including calibration of audio devices and troubleshooting, resulting in a 10% increase in customer satisfaction and repeat business. Ensured 100% customer satisfaction through precise installations and timely repairs. 	
Geek Squad, Davenport, Florida	2015 - 2017
Advanced Computer Repair Agent <ul style="list-style-type: none"> Installed, repaired, and maintained computer equipment (peripherals, workstations, servers, routers, and printers). Proficient in diagnosing and troubleshooting issues affecting computer systems or networks (Windows, Android, iOS, macOS, or Linux). Streamlined troubleshooting processes by utilizing Command Prompt and Terminal to quickly diagnose technical issues, resulting in a 20% decrease in system downtime and enhancing overall productivity. Enhanced operational efficiency by automating routine tasks with PowerShell, reducing manual labor by 25 hours weekly and ensuring seamless execution of scripts across platforms. 	
	Education
Bachelor's degree in business administration Polk State College	2016
Associate degree in liberal arts Polk State College	2013
Full-stack web development bootcamp certification Udemy	2023
CS50 Computer Science certification Harvard	2024
General Lines Insurance license	2020