

# JESUS CALDERON | SOFTWARE DEVELOPER

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## SUMMARY

Detail-oriented software developer with hands-on experience in JavaScript, React, HTML, and CSS, and a solid understanding of full-stack development through personal projects and professional experience. I have honed my skills through independent learning and hands-on experience. With a strong foundation in web development, I thrive in dynamic environments, adapting quickly to new technologies and delivering high-quality solutions. Known for my collaborative nature and problem-solving abilities. Eager to apply problem-solving skills and a collaborative approach to contribute to innovative and efficient software solutions.

## SKILLS

- |              |             |             |          |
|--------------|-------------|-------------|----------|
| ✓ JavaScript | ✓ CSS-3     | ✓ MongoDB   | ✓ HTML-5 |
| ✓ ReactJS    | ✓ Tailwind  | ✓ NodeJS    | ✓ Git    |
| ✓ AngularJS  | ✓ Bootstrap | ✓ ExpressJS | ✓ Agile  |

## EXPERIENCE

### Freelance Web Developer

#### LeeManor.com | Dec 2023 - Present

- Conceptualized and developed LeeManor.com from scratch, enhancing visitor engagement by 40% through strategic UI/UX and content optimization.
- Utilized JavaScript, Tailwind, and ReactJS to design responsive interfaces, increasing user interaction by 50%.
- Managed full-stack operations for LeeManor.com, boosting SEO rankings and maintaining a 99% uptime.

### TATA Consultancy Services

#### IT Analyst | Sept 2020 - Present

#### Transitioned to Consultant from Walgreens May 2017 - Sept 2020

- Employed advanced systematic troubleshooting techniques to swiftly resolve over 1,000 monthly software and hardware incidents, enhancing system reliability and operational efficiency. Successfully reduced Tier 2 Service Desk RunOps backlog by 91%.
- Streamlined the incident tracking process to improve documentation accuracy by 30% and reduce resolution time by 20%.
- Coordinated with cross-functional teams to address complex software issues, improving resolution efficiency through strategic collaboration and resource allocation.
- Achieved continuous Customer Satisfaction Score (CSS) of 100% by delivering superior support, effectively resolving queries, and ensuring rapid escalation for advanced issues, while maintaining professionalism.

## PROJECTS

### ElectronixHub | MERN E-Commerce Website

- Engineered a full-stack MERN eCommerce platform for tech products, incorporating MongoDB, Express.js, React.js, and Node.js, which improved system scalability and user transaction security.
- Crafted and executed an engaging user interface using React.js, enhancing navigation flow which can boost customer retention by 25%.
- Optimized backend operations with Node.js, enhancing overall website performance and scalability, supporting up to a 50% increase in user traffic.

### Crypto Central | ReactJS App

- Developed a React-based cryptocurrency information platform, integrating the Coingecko API to provide users with real-time data on market trends and prices.
- Implemented Firebase as a scalable back-end solution, enhancing data management capabilities and supporting real-time user interactions.
- Utilized ReactJS for front-end development, ensuring efficient rendering and dynamic user interactions, which can improve session times by 20%.