Angel Puente | Software Engineer

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Software Engineer with significant experience in the insurance and finance industry. Skilled in customer service, excelling through standardized work processes, and having an aptitude for learning new coding languages.

SKILLS

Languages - JavaScript, HTML, CSS, SQL

Database - PostgreSQL, MongoDB | **Other** - RESTful Routing, JSON, PayloadCMS

Libraries and Frameworks - Next.js, Expo, React, Express.js, SCSS, Animate.css, TailwindCSS

SOFTWARE DEVELOPMENT PROJECTS

StopJockin - Online platform for New Orleans Business owner
- Utilized MERN stack (MongoDB, Express, React.js, Node.js) to build a full stack application. Applied full create, read, update, delete (CRUD) operations hitting all RESTful API calls.
- Created application with mobile-first approach and styled using Styled-Components and CSS3 with flexbox layouts.
- Used Payload CMS to handle data management and admin authentication.

ZenPortal - Multiplatform mobile meditation app
- Used Expo and React Native to design an app for Android iOS and web.
- Employed responsive design techniques to develop an intuitive UI.
- Utilized state management to build a timer for users to use while meditating.

D3fine - Web host for user created personality tests
- Wireframed and planned UI design of application.
- Utilized Git for version control during the production of the application with frequent commits until deployment.
- Tested API routes using Postman to ensure functionality during production.
- Implemented Javascript methods and functions in order to utilize an Express, MongoDB, and Node.js backend creating a representational state transfer(REST)ful application program interface(API).

EXPERIENCE

Retention Specialist | Liberty Mutual | Springfield, MA   Mar. 2015 - Jan. 2024
- Providing excellent service to policyholders by explaining policy details and providing coverage guidance.
- Coaching licensed agents and interdepartmental peers with insurance policy processes.
- Contributing to the company waste elimination and enhancing customer satisfaction by taking part in the RCPS process.

Insurance Agency Clerk | Pioneer Valley Insurance Agency | Springfield, MA   Aug. 2013 - Mar. 2015
- Assisted licensed personal lines insurance agent with quoting and writing insurance policies.
- Reviewed and endorsed Personal Auto policies.
- Met with spanish speaking clientele and translated insurance terminology and processes.

EDUCATION

General Assembly | Software Engineering | Remote   Jan. 2023
Completed an intensive, twelve-week, 450+ hour program focused on product development fundamentals, object-oriented programming, MVC frameworks, data modeling, and team collaboration strategies, including development of multiple individual and group projects.