ERICK PINEDO MURGAS

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EDUCATION

Florida National University   **Miami, FL**
BS Information Technology, Software Engineering. GPA: 3.73/4.0.
Expected May 2025
Relevant Coursework: Computer Architecture, Data Structures and Algorithms, Operating Systems, Object-Oriented Programming, Database Management, Cloud Computing, Python, compTIA network+ , compTIA Security +, CompTIA A+, Linux.
Clubs and Activities: FNU Tech Club Vice President, Athlete FNU Soccer Team.
*Languages***:** English(**Fluent**), Spanish(**Fluent**), Portuguese(**Conversational**).

TECHNICAL SKILLS

Programming Languages: JavaScript, TypeScript, Python, Java, HTML, CSS, Tailwind CSS, SQL.
Technologies: Git, React, Next.js, Figma, MongoDB*,* GCP (Cloud Computing, Shell, REST APIs, Firebase), Node.js, MySQL, Bootstrap, Express.js, Andar, Trello, Athena.

EXPERIENCE

Technical Support Specialist   **Miami, FL**
Atento   May 2025 - Present
- Provide advanced troubleshooting for complex client cases across email and chat, resolving **95%** of issues on first contac**t** by diagnosing web/mobile application errors and referencing technical documentation.
- Collaborate with business and engineering teams to investigate root causes, leveraging application logs and APIs to deliver faster, more accurate resolutions.
- Build and update internal knowledge base content and generate performance reports, improving support team efficiency by **20%**.
- Ensure outstanding customer satisfaction by maintaining proactive communication, reducing escalations by **30%** through transparent case management.

HTML Email Coordinator   **Miami, FL**
United Way Miami - Part-time   Jan 2025 - Jun 2025
- Designed, coded, and deployed large-scale email campaigns in HTML, achieving a **90%** on-time delivery rate and ensuring accurate targeting across multiple community segments.
- Built and optimized SQL-based data mining tools to extract and segment audiences, improving targeting accuracy by **30%** and enhancing engagement.
- Consolidated, cleaned, and analyzed data in Excel and Power BI to deliver actionable dashboards for departments such as Finance, enabling leadership to track weekly fundraising performance with **100%** data accuracy.

Co Lead Web Developer   **Miami, FL**
INIT Build FIU Out of School Project   Aug 2024 - Dec 2024
- Leading frontend and backend development for a 10-member team, ensuring smooth coordination and task alignment.
- Contributing **40% of the codebase**, focusing on Express.js server setup, MongoDB integration, and responsive UI components.
- Overseeing agile workflows, code reviews, and sprint planning to ensure the project meets deadlines.

Web Development Intern   **Miami, FL**
Angie's Vegan Creamery Angie's Epicurean dba   June 2024 - Aug 2024
- Executed SEO strategies that improved search engine rankings by **30%** within three months and leveraged Mailchimp for targeted marketing campaigns, resulting in a **25%** increase in customer engagement.
- Managed website content for precision and relevance, overseeing database operations and hosting services to ensure **99.9% uptime** and seamless performance, while providing support for hardware systems to maintain daily operations.
- Maintained and optimized Angie's Epicurean's website to support participation in over **10** events, ensuring high functionality and a **20%** improvement in user experience metrics.

PROJECTS

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- Applied **organic SEO strategies** to increase online visibility and improve search rankings, driving long-term growth and customer acquisition.
- Built a **full-stack web application** using Next.js (frontend) and Node.js with MongoDB (backend), ensuring scalability, responsiveness, and strong performance.
- Implemented a **custom lead capture API** that sends real-time email alerts to the business owner and automated thank-you confirmations to customers for improved client communication. (Link)