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HARD SKILLS



SOFT SKILLS

- Coding & Programming
- Search Engine Optimization
- Communication
- Site Troubleshooting
- UX & UI Design
- Agile Methodologies
- Creativity
- Problem-Solving
- Time Management
- Active Learning

MOISES OBANDO

FRONT-END DEVELOPER

PROFILE SUMMARY

Skilled Front End Developer with 2 years of professional experience and a deep passion for the iGaming industry. Developed landing pages displayed within the Betcris website's bot in the least amount of time. I love creating immersive and amazing websites through carefully crafted code and user-centric design.

WORK EXPERIENCE

Aug 2021 - Present

FRONT-END DEVELOPER

Betcris | San José, Costa Rica - Remote

- Collaborated with other teams and senior product owner to implement new feature developments and ensure the adaptation of websites in accordance with dynamic industry standards.
- Utilized React JS and modern front-end technologies and followed the software development lifecycle to develop and deploy landing pages.
- Innovated by proposing novel ideas to enhance the overall user experience, resulting in increased website traffic.
- Developing and continuously improving front-end website functionality.
- Creating prototypes using Figma for design visualization.
- Collaborating with external webmasters to verify link placements.

Jul 2021 - Aug 2021

CUSTOMER SERVICE AGENT

Betcris | San José, Costa Rica

- Maintained clear and open lines of communication with customers regarding KYC, payments, withdrawals, and other inquiries.
- Analyzed and reviewed customer service reports to identify potential areas for improvement.
- Delivered excellent customer service, demonstrating deep product and service knowledge, as well as exceptional customer relationship-building skills.
- Strived for diplomatic conflict resolution in cases of customer complaints or concerns related to products and services.

EDUCATION

Fidelitas University, Costa Rica

BS IN SOFTWARE ENGINEERING

Completed 2/4 Bachelor's requirements

CERTIFICATES

2023

WEB & MOBILE DESIGNER UI/UX

Udemy

2021

ONLINE CASINO MANAGEMENT

iGaming Academy

2021

US ONLINE SPORTSBOOK

iGaming Academy

2021

MGA RESPONSIBLE GAMING

iGaming Academy

2021

IGAMING CUSTOMER SERVICE

iGaming Academy

LANGUAGE

ENGLISH

C1

PORTUGUESE

B1

SPANISH

Native

SOCIAL AND LINKS



github.com/lunox-code



[linkedin.com/moises-obando](https://www.linkedin.com/in/moises-obando)



[instagram.com/lunox.code](https://www.instagram.com/lunox.code)

WORK EXPERIENCE - CONTINUED

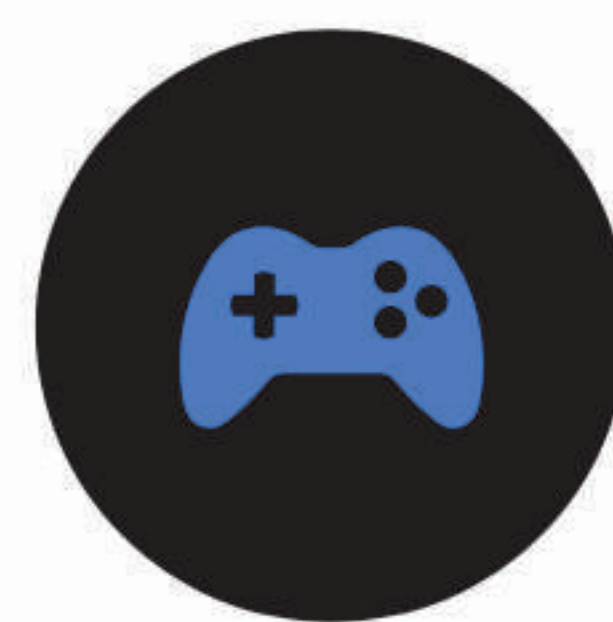
Nov 2019 - Jun 2021

TECHNICAL SUPPORT SPECIALIST

IBM | Heredia, San José

- Successfully resolved over 20 customer issues daily with a 92% success rate.
- Facilitated the onboarding and training of incoming junior tech support specialists.
- Efficiently managed and updated new user accounts and profiles, addressing password issues.
- Ensured the maintenance and updating of applications, operating systems, and software.
- Provided expert assistance to customers facing more challenging technical issues that demanded a higher level of expertise.

HOBBIES / INTERESTS



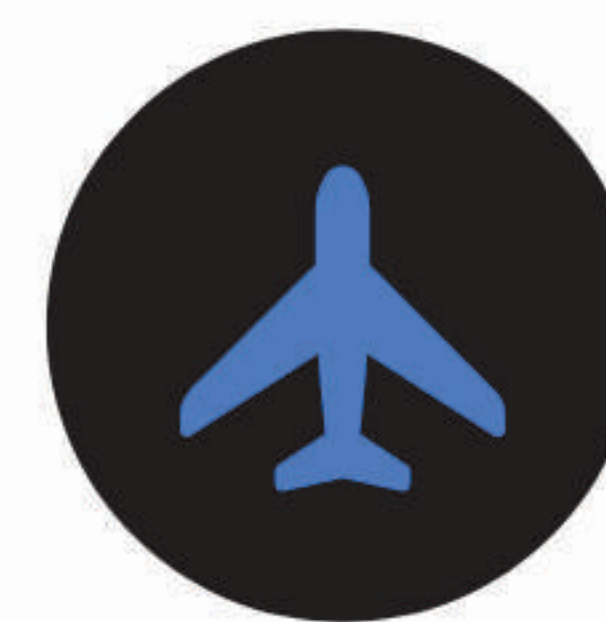
Gaming



Soccer



Music



Traveling



Motorcycling