Jesus T. Villarreal

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Experience

PepsiCo - Contractor through Insight Global

https://www.theworknumber.com 1-800-367-5690 Insight Global Employer Code: 21829

June 14, 2021, to present

- Develop web apps using Node and Express.js including app to scan/scrape global internal employee website pages, linked pages and up to 6 sublevel domains to discover accessibility errors based on WCAG2AA Guidelines and provide detailed report of errors with downloadable .csv spreadsheet. Designed app architecture and built app using EJS, HTML and CSS for frontend UI and Node.js, Express.js, Pa11y and Puppeteer. Frontend designed using PepsiCo Style Guide. Version Control with Git. Tested using unit and integration test and deployed through Amazon AWS EC2.
- Build fully responsive webpages using HTML, CSS, and JavaScript from mockups for various PepsiCo websites including Zoom How-Tos's resource page that open with any Zoom meeting interactions.
- Design, build, and update global internal employee website using Drupal based CMS with React and Bootstrap UI. Meet with clients to assess website content and design needs. Build sites based on information obtained from clients or mockups. Design and optimize assets using Adobe Illustrator and Photoshop. Train clients on how to add additional content using CMS. Provide additional assistance with updates, troubleshooting and advanced builds and navigation.
- Support Frito Lay SalesHub+ Desktop and Mobile App which provides sales representatives ability to view delivery schedule, create and view orders and create new customer accounts. Support front-end app functionality including React, Redux, Redux Saga, and back-end functionality including CouchBase, SalesForce, SAP, Tibco, Kafka, and Microsoft Azure. Resolve user incident tickets and review application and web services' logs for programming bugs and performance issues and meet daily with business, QA and development leadership to discuss and recommend resolutions. Monitor network health using AppDynamics, Kibana, Elastic, and Grafana.
- Use Walkme digital adoption platform software to simplify user experiences by providing navigation assistance for completing tasks, additional access to resources, progress tracking and user interaction reporting.
- Provide training to interns on web-app development and basic skills for site builds in internal website using Drupal based CMS.
- Participate in daily meetings and standups using Zoom, Microsoft Teams and Microsoft Office 365 and practice Agile software development and reporting using Azure DevOps.

Additional Skills -Rest API creation with Java, Spring, Spring Boot, React, Redux, Angular, TypeScript, MySQL, PostgreSQL, MongoDB, DevOps, Docker, Sass

EDUCATION

Louisiana State University in Shreveport - Bachelor's Degree in Graphic Design and Fine Arts

RELEVANT EXPERIENCE

Verizon Wireless   1-800-367-5690 Company Code 11708

May 1, 2009 to October 29, 2019

- Supervisor Customer Service, Technical Support, New Hire and Customer Retention.
- Manage teams of up to 15 people, draft and facilitate formal coaching sessions 3 - 4 times a month, including performance reviews, call reviews, setting expectations and follow-ups.
- Train representatives on all new and existing systems, processes, products and services and create and deliver reviews and evaluations.
- Process and facilitate formal warnings and terminations, partnering with Human Resources for legal compliance and facilitated termination and offboarding process.