

VICTOR MANUEL SALGADO LUNA

Full Stack Developer | Bilingual (English / Spanish) | Remote
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SUMMARY

Full Stack Developer with hands-on experience building web applications using JavaScript, React, Node.js, HTML, and CSS. Background in team management, financial operations, and bilingual customer support across US-based accounts. Comfortable working across the full stack, writing clean code, and shipping features on time. Looking for a remote role with a US company.

TECHNICAL SKILLS

Languages & Frameworks: JavaScript (ES6+), TypeScript, React.js, Node.js, Express.js, HTML5, CSS3, Bootstrap

Databases: MongoDB, MySQL

Tools & Workflow: Git, GitHub, Postman, VS Code, Jira, Trello, REST APIs, Agile / Scrum

Languages: Spanish (Native) | English (Full Professional Proficiency)

WORK EXPERIENCE

Full Stack Developer (Bootcamp – TripleTen LatAm) | Feb 2025 – Dec 2025 | Remote

- Built 5+ web projects using the MERN stack, including REST APIs, authentication flows, and dynamic frontends
- Applied component-based architecture in React and modular routing with Express
- Worked with Git version control throughout all projects, maintaining clean commit history and branch structure

Billing Service Associate (Telvista Mexico – AT&T US Account) | Mar 2023 – Aug 2024 | Remote

- Handled billing inquiries and account escalations in English and Spanish for US customers
- Resolved an average of 90+ cases daily while maintaining quality scores above target
- Created internal documentation to reduce repeated escalations across the team

Contact Center Supervisor (Atento Mexico) | Jun 2018 – Jan 2022

- Managed a team of 15 agents supporting English-speaking customers, cutting resolution time by 20%
- Ran training programs that cut agent onboarding time by 30%
- Tracked and reported KPIs weekly to operations leadership

Technical Support Agent (Atento Mexico) | Aug 2017 – Jun 2018

- Resolved internet and device issues for US accounts, hitting 90% first-call resolution rate
- Wrote internal troubleshooting guides that the team used for over a year

Branch Manager (Caja Morelia Valladolid S.C.) | Dec 2015 – Jul 2017

- Supervised 10 staff, increased loan processing efficiency by 25% through workflow automation
- Managed daily financial operations with zero audit findings across the full tenure

EDUCATION

Full Stack Developer Program – TripleTen LatAm | Feb 2025 – Dec 2025
JavaScript, React, Node.js, Express, MongoDB, project deployment

Bachelor in Financial Sciences, Economics and International Business – Universidad de Morelia | 2009 – 2013

CERTIFICATIONS

- English Proficiency C2 Proficient – EF SET (cert.efset.org/xqfEF1)
- Office 365 – Microsoft
- IT Fundamentals – IBM SkillsBuild