

# Diego Taboada

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## Summary

Bilingual web developer with a B.A. in Computer Science and hands-on experience with JavaScript, Python, Java/Spring Boot, C#/ASP.NET, and REST APIs. Customer-facing technical background: I diagnose problems under pressure and explain fixes clearly, which shapes how I build reliable, easy-to-use web experiences like booking and trip-planning workflows.

## Skills

JavaScript, HTML, Python, SQL, Java, C, C#, .NET, ASP.NET, Spring Boot, REST APIs, Git, Backend Web Development, Agile Development, Test-Driven Development, Cross-Team Collaboration, Technical Troubleshooting, Network Troubleshooting, Ticket Escalation, Notion, Slack, ChatGPT, Claude, AI Tools and Automation, Customer Retention, De-escalation, Bilingual (Spanish and English)

## Education

• **B.A. COMPUTER SCIENCE** - Florida International University, Miami, FL

**Aug 2021 to May 2024**

## Experience

### Customer Solutions Representative at Spectrum

**Aug 2025 to Present**

- Handle about 20 inbound retention calls per day, saving 50-60% of internet-only customers who call to cancel or downgrade, while meeting separate monthly save goals for TV, landline, and mobile.
- De-escalate frustrated customers, then troubleshoot internet, TV, landline, and mobile issues, explaining technical fixes in plain language and negotiating lower bills to keep their business.
- Meet a mobile sales target of 5% of calls by identifying customer needs and recommending the right mobile line.
- Assess technical issues to decide when a technician dispatch is needed, and escalate tickets to the technical support team with the details they need.

### Storeroom Clerk at Fort Lauderdale-Hollywood International Airport

**May 2025 to Aug 2025**

- Received, verified, and processed deliveries of up to 9 pallets of inventory, ensuring accuracy by cross-checking shipment contents against purchase orders and reporting discrepancies to management.
- Maintained organized inventory using FIFO (First-In, First-Out) methods to manage product expiration dates and reduce waste.
- Fulfilled daily product requisitions for airport restaurants, accurately preparing and labeling carts for distribution to various terminals.
- Operated liftgate box trucks to transport inventory across airport ramp zones, adhering strictly to safety protocols around active aircraft and ground operations.

### Gear Advisor at Guitar Center

**Jul 2024 to Dec 2024**

- Reach out to 80 customers daily to convert one-time customers into clients, while managing inbound calls.
- Collaborate with various departments to fulfill client requests, such as vendor-specific inquiries and shipment investigations.
- Completed a six-week intensive course on musical instruments and actively attended ongoing training sessions to stay updated on the latest gear, learning directly from top company representatives about new and impactful products.

### IT Specialist Intern at Miami Dade County Public Schools

**May 2018 to Jul 2019**

- Understood and executed the plans our Supervisor presented us with.
- Able to complete the tasks presented in the allotted time or less.
- Oversaw the team at the workplace after the Supervisor appointed me as the team leader.
- Distributed the workload for each team member.