

# Isaac Fonseca

<https://isaacfo.github.io/portfolio/>

[linkedin.com/in/isaac-fonseca10](https://www.linkedin.com/in/isaac-fonseca10) • isaacfo1010@gmail.com • [github.com/isaacfo](https://github.com/isaacfo) • 404-952-0837

---

Background in web-development, Kinesiology, competitive soccer/gaming, and coaching, which has fostered an unwavering, competitive, success driven mentality. Incredibly passionate in the fields of esports, soccer, and front-end web development

---

## EXPERIENCE

---

### InductiveHealth Informatics

Atlanta, Ga

Help Desk Analyst/Technical Support Engineer-SaaS Team

September 2020 - Current

Website: <https://www.inductivehealth.com/>

- Troubleshoot user tier 1 and 2 tickets such as user account creation, password management, 2-factor authentication, Spanish to English translation, system bugs/errors and web page outline edits
- Improved effectiveness of handling mass amount of user tickets by editing existing onboarding process documentation for common user tickets
- Manage hundreds of user tickets from 12 different public health agencies via email, video, and phone regarding the CDC National Electronic Disease Surveillance System Base System (NBS)
- Site reliability responsibilities such as monitoring back-end VM processes and use of SQL to manage user/client databases
- Work alongside Engineering and Product teams to communicate and present recurring product faults, identify long-term solutions, and implement efficient processes

### Delta Air Lines Inc

Atlanta, GA

Part-time ACS Below Wing Agent

November 2015 – August 2020

- Part of team(crew) involved in aircraft arrival and departure procedures on airport ramps/gates with aid of various equipment
- Performed arrival and departure procedures such as: walking in aircraft to designated gate upon arrival, applying chokes for stabilization, unloading up to 250 pieces of luggage plus freight in 20min and loading in 40min
- Sorted/loaded up to 600 pieces of luggage or more a day

### Launch Interactive Agency

Atlanta GA,

Web Developer

January 2019 – September 2019

Website: <https://www.launchxd.com/>

- Worked collaboratively on five websites/apps using technologies/languages such as Javascript, React.js, Node, Docker, Git, JIRA, Prismic, HTML, and CSS/SASS. Front-end/UI features were developed mainly
- Implemented fixes, maintained code, and kept functionality on four projects before deadlines/deployment through JIRA project tracking
- Collaborated with senior developers, project managers, UX/UI designers, and clients to develop projects throughout various phases of project life cycle
- Translated Sketch UI/UX wireframes into clean and efficient SASS/CSS Front-end components
- Worked on websites/apps for Genesys, Akamai, The Home Depot, and Salesforce simultaneously, achieving 100% client satisfaction
- Cross browser/mobile testing and designing

## TECHNOLOGIES

---

**Front-End:** HTML5, CSS3/SASS, JavaScript, React.js

**Back-End:** SQL, Node.js, Express.js

**Concepts/Apps:** REST, Agile Methodology, Scrum, Responsive Design, JIRA, Git, Slack, Sketch, Visual Studio Code, NPM

**Spoken Languages:** Fluent in English and Spanish

## EDUCATION

---

**DigitalCrafts -16week-Full-Stack Immersive Software Development Program, Atlanta Tech Village**

Atlanta, GA

Full Stack JavaScript Software Development, Certificate

January 2019

**Georgia State University**

Atlanta, GA

Bachelor of Science in Exercise Science

December 2017