Aldo Ortiz

bachelor of computer information systems

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Experience

QuadReal Property Group | Co-op/Intern, Service Delivery Analyst *2024*

- Managed and resolved IT issues promptly and efficiently, both remotely and on-site, utilizing MS Office tools.
- Documented and assessed user inquiries and incidents, ensuring timely escalation and resolution.
- Maintained a high standard of user satisfaction through systematic and thorough investigation of technical issues.
- Utilized MS Office suite for administrative tasks, optimizing workflows through script automation.
- Facilitated cross-departmental collaboration to deliver comprehensive support and address complex issues.
- Employed SNOW ticketing software to streamline the management and tracking of IT service requests

Neo Financial | Customer Experience/ Sales Representative *2021 - 2023*

- Spearheaded sales initiatives within a nationwide team, consistently surpassing sales targets and elevating customer satisfaction levels.
- Provided personalized service to clients, adeptly navigating complex financial systems to meet their needs.
- Developed expertise in sales software, troubleshooting technical issues to ensure seamless customer interactions.
- Guided clients through the onboarding process, adhering to company protocols and enhancing their overall experience.

Education

Bachelor of Computer Information Systems   Mount Royal University *2020*

- Minor in Finance and Economics

European Innovation Academy   University of Porto, Portugal *2024*

- Led a cross-functional team at the European Innovation Academy to develop a startup from concept to functional product in 15 days, collaborating with Google and Amazon mentors on product development, business strategy, and scaling.

Class Projects

- Developed Python app with MongoDB and MySQL for retail data mining. Applied regression and clustering for predictive modeling.
- Designed Java inventory software with MySQL and NoSQL.
- Created HTML/CSS/JS web app for real estate analysis with MongoDB. Applied regression and clustering for property value prediction and market segmentation.
- Implemented Python sentiment analysis with MongoDB. Utilized regression and clustering for social media trend prediction and user grouping.

Skills

- Coding Languages | Java, HTML, CSS, JavaScript, Python, .NET, Azure.
- Data Analysis| MYSQL, NoSQL, data queries, data integration, data structure.
- Communication | Strong interpersonal skills and an excellent communicator.
- Customer Service | Experienced in Customer Relationship Management (CRM) systems and adept at stakeholder relationship building to ensure client satisfaction and business growth.