

JONATHAN DIAZ

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Toronto, North York, ON - M2H 2M9



PROFESIONAL SUMMARY

As an enthusiastic international student and professional with a background in customer service, administrative assistance, programming, and problem-solving. I like creating positive customer experiences and executing high-priority tasks, demonstrating assertiveness, and problem-solving in fast-paced environments. Excellent interpersonal and communication skills for resolving conflicts. Thrilled to work in a collaborative environment embracing learning opportunities while eager to contribute to the company's worth through warm service and a positive attitude.

EDUCATION

Seneca College

Advanced Ontario Diploma

Computer Programming/Analysis

University of Caldas

B.S

Bachelor of Science in Mechatronics Engineering

SENA

Technician

Software Developer

SKILLS

- Verbal and Written Communication
- Creative Problem Solving
- Microsoft Office
- Work Planning and Prioritization
- Teamwork and Collaboration
- Adaptability and Flexibility
- Customer Service
- Bilingual in Spanish and English

ACCOMPLISHMENTS

- The implementation of a new and faster sorting system led to an earlier despatch of the incoming bank documents from the 'Grupo Aval' banks (Bancolombia, Banco de Occidente, Bancoomeva and Banco AV Villas).

PROFESSIONAL EXPERIENCE

Customer Service Rep/Game Master & Tech

Escape Games Canada | 2023

- Remained calm and professional in stressful circumstances and effectively diffused tense situations.
- Demonstrated excellent communication skills in resolving product and consumer complaints.
- Delivered timely and accurate directions to keep the game moving and players interested and engaged.
- Identified issues with gaming code and implemented debugging methods to ensure that all errors were alleviated.

Software Developer

Ases Empresariales | 2021 - 2022

- Work as a team leader in a web Development collaborative environment through the use of languages like JS, PHP, Python, HTML5, and CSS; achieved while supported on frameworks such as Laravel, Django, and React.
- Modified existing software systems to enhance performance and add new features.
- Managed website updates to align with corporate needs.

Administrative Assistant

Domina Entrega Total SAS | 2020 - 2021

- Use of Excel spreadsheets to update the inventory of incoming and outgoing packages, organize the parcels to be despatched to their respective destination across the country, assist clients with information regarding their packages' status, and call partnered companies to keep track of the service provided.
- Answered incoming calls and emails, providing frontline customer support or assistance with product and service transactions.
- Remained calm and professional in stressful circumstances and effectively diffused tense situations.