
Cristian Castillo

Data Analyst

Bloomfield, NJ 07501

crisalexander23@icloud.com

+1 973 572 9798

TECHNICAL SKILLS

SQL, PostgreSQL, Pivot Tables, Tableau, R, Web Development, Python, JavaScript, HTML5, CSS3, Bootstrap, Figma, Node.js, Responsive Web Design

EXPERIENCE

MouthWatch LLC, Metuchen, NJ - *Technical Support/ Jr. Web Developer*

2020 - Present

Currently working as a junior developer/ tech support at MouthWatch which is dedicated to improving oral health through software (SaaS) and products that improve dental care.

- Aided in project development from inception to deployment
- Analyzed user needs to determine functional and cross-functional requirements.
- Wrote detailed, functional and technical requirements that lead to new project implementation
- Reviewed existing materials which determined product improvements, business needs, and gap identification
- Collaborated with project managers to perform analysis that identified opportunities to increase customer retention that resulted in a boost to yearly revenue by \$230k.
- Assisted in planning and coordinating development efforts, including research, requirements development, and teamwork coordination
- Developed root cause reports to address problems with customer conversions, successfully revealing insights that boosted conversions by 20%

Grant Supplies, Teaneck,NJ- *E-commerce Specialist*

2018 - 2020

Served as an E-commerce Specialist , I provided timely and effective resources to customers, enhancing their digital experience with the organization and ensuring that all engagements ended with positive and productive feedback.

- Averaged just under 200 calls/emails per day regarding various electrical and plumbing equipment and product inquiries, placing customer orders, processing RMAs and returns, managing customer orders through Amazon, and providing lead times to orders
- Managed the digital presence of the organization, updating the product inventory on the website, managing customer reviews on TrustPilot and other outlets, and enhanced the website with additional functionality and plugins
- After displaying competency through customer service and digital content management, was chosen to assist high-end clientele, focusing on conflict resolution and customer support to ensure the longevity of our key-customer relationships

EDUCATION

Passaic County Community College , Paterson,NJ- *Marketing*