

# JOSE GUZMAN

## PROFILE

I have learned to make my failures part of my success. In my resume you will find my recent education/work experience. To show what I have learned in school with regards to technology I have created a portfolio which allows users to navigate through the work I have created. The website also includes a link to my LinkedIn for anyone to contact me as well as a "contact me" directly page. I want to pursue a job or a career that allows me to do what I love and that is to program/code or work with technology.

## CONTACT

PHONE:  
773-681-6999

WEBSITE:  
<http://imguzman-784.github.io/portfolio/>

EMAIL:  
Josemguzman784@gmail.com

## HOBBIES

1. Program in my free time
2. Read books on code for software development
3. Draw/Spray paint on canvasses
4. Watch free YouTube tutorials that allow me to acquire new skills and create a source of passive income

## SKILLS

- Thorough understanding of software and hardware equipment
- Active Listening
- Proficient in Microsoft Excel, HTML5, CSS, and JavaScript
- Quick understanding of technology material

## EDUCATION

**Northwestern University [Web Development]** - Evanston, IL  
Currently Enrolled to obtain Coding Certificate equal to CS degree  
Coding Bootcamp – Currently earning the following:

- jQuery, Bootstrap, Express.js, React.js, Node.js, Database Theory, MongoDB, MySQL, Command Line, Git, and Java.
- This course that I am attending allows me to benefit from a wide range of software development equipment.

**Harold Washington College – [Year Up/YUPRO]** - Chicago, IL August 2019 – June 2020

Year Up is an intensive career development program with 250 corporate partners, college-level courses, professional training, and a six-month internship.

- Completed coursework in Computer Applications, Advanced Excel, Business Writing, Public Speaking, and Professional Skills with specialized training in Banking/Client Services, including Business Communication, Selling, Principles of Banking, Data Visualization, and Business Math.
- Keeping track of time, Business attire, making sure peers are on task.

## WORK EXPERIENCE

**E\*TRADE Financial** – (Remote) Chicago, IL August 2021 – January 2022  
[Internship – Customer Service Representative]

Professional Development –

- 5-week rigorous study program based one of the toughest financial industries.
- Transition – 5 weeks on the job training, course related material used for financial and technical support for E\*TRADE clients.
- 2 months providing research and technical assistance up to 50 E\*TRADE stockbrokers
- Assisted mid-level and top-level E\*TRADE clients with issues related to finance, taxes, and education regarding the E\*TRADE website and application.

**Bank of America** - Chicago, IL January 2020 – March 2020  
[Intern - Credit Card Specialist]

- Engaging in communicating effectively with clients over the phone.
- Identifying issues and finding solutions.
- Educating clients on banking and credit card options available to them.
- Maintaining confidentiality of bank records and client information.
- Addressing customer inquiries and issues in a timely fashion.

**Northwestern Medicine** - Evanston, IL August 2020 – December 2020  
[Temporary COVID-19 Greeter, Way finder, Registry, and Observer]

- Introduced Students, Faculty, and Staff to designated COVID Testing center.
- Guided patients to certain areas.
- Registered testers into computerized systems.
- Instructed patients steps into completing self-administered COVID Test.
- Responsible for patient proprietary information.
- Followed CDC Guidelines to prevent contamination.