JOSE LARO

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SUMMARY

Full Stack Web Developer leveraging a background in graphic design to provide creative solutions to complex issues. Earned a certificate in Full Stack Web Development from the University of Central Florida. Effective at combining creativity and problem solving to develop user-friendly applications.

TECHNICAL SKILLS

Languages: React**,** JavaScript, TypeScript, CSS, Sass, HTML5
Applications: GitHub, MongoDb, Atlas, MySQL, DBeaver
Tools: React, Node, Bootstrap, Bulma, Express

PROJECTS

¿Dondé? | github.com/jmasone15/travel-planner-project **| dondetravel.herokuapp.com**

- Full fledged travel planner focused on user experience.
- React, Node, MongoDB, JWT, Google Maps API
- React Developer, Front End Developer

Directory | github.com/JRLaro/employeedirectory **| jrlaro.github.io/employeedirectory/**

- Employee directory that filters through specific results
- React, JavaScript, Node, Random User API
- React Developer, Full Stack Developer

Leftover/HangOver | github.com/JRLaro/JJAM **| jrlaro.github.io/JJAM/**

- Fridge to table recipe generator
- Bulma, JavaScript, JQuery
- Front End Developer

EXPERIENCE

Customer Operations / Team Lead
National Restaurant Association
2018-2020

Job Description:
- Quality Assurance - Monitored call queues, occurrences, adherence
- Monitored call queues and delegated agents appropriately
- Curate training material and resources to ensure success
- Deliver weekly individual KPI and Metric reports
- Update and monitor performance issues and worked towards creative solutions

Data Analyst / FSA
Alight Solutions
2016-2018

Key Accomplishments:
- Read source documents such as canceled checks, sales reports or bills, and entered the Data in specific fields for subsequence entry
- Compared data with source documents, pr re-entered data in verification format to detect error
- Compiled, sort and verified the accuracy of data
- Use statical methods to analyze data and generate useful business reports
- Update and monitor performance issues and worked towards creative solutions

Lexus of Orlando
Technical Specialist
2014-2016

Key Accomplishments:

- Supported the Client Sales Advisor on Product Related Tasks and Activities.
- Fully Explained Vehicle Features, Application and Benefits based on Client's needs
- Maintained Constant Communication with Designated Sales Personnel at the Dealership on Vehicle Delivery and any Schedule Changes.
- Scheduled Appointments in a Timely Manner and Maintains Communication with Clients Regarding any Changes to Scheduled time.
- Acquires and Maintains total Product Knowledge on all Vehicles and Understands Competitors Vehicle Features, Benefits and Shortcomings.
- Achieved Client Satisfaction Objectives as Assigned by Management and Follows up with New Owners to Ensure Delivery Satisfaction.
- Assisted in Other Areas of the Sales Department and Performs other Administrative Duties, as Assigned.

EDUCATION

Full Stack Developer - University of Central Florida   Orlando, FL
Digital Marketing Media - Southeastern University   Lakeland, FL
Organizational Leadership - Southeastern University   Lakeland, FL