

## JOSE ARIAS

Toronto, ON, M3A 1X8 / 647-425-2986 / gojosearias@gmail.com

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### Front-end Developer

#### SUMMARY OF QUALIFICATIONS

- 6 years in an office environment and 3 years in an I.T background
- Proficiency in HTML, CSS, and JavaScript
- Proficient in VS Code, Git, Figma, Slack, Microsoft Office and
- Familiarity with frontend frameworks and libraries
- Familiarity with frontend frameworks and libraries
- Experience with version control systems such as Git and GitHub
- Knowledge of cross-browser compatibility issues and ability to write code that works across multiple browsers as a responsive design
- Strong problem-solving skills and ability to debug code
- Ability to read documentation, make reports, pull requests and preparing brochures for clients

#### PROFESSIONAL EXPERIENCE

##### I.T Support Worker

**ST. Stephen Community House, Toronto, Canada.**

**2022 - Present**

- Assist customer with writing effective resumes and cover letters
- Provide PC guidance, including new computer setup and software installation
- Troubleshoot computer issues, including hardware and software problems
- Produce reports on computer usage and maintenance activities
- Maintain accurate records of support activities
- Stay up-to-date with the latest hardware and software developments and recommend new solutions

##### Bilingual Customer Service Agent

**2019 - 2020**

SITEL de Colombia, SA, Colombia

- Arranged for credits, receive account payments
- Answered on the phone and chats, enquiries from customers from many nations in the U.S.A.
- Handled and resolved customer complaints through chats and provide billing assistance
- Communicated electronically with clients experiencing difficulties and document problems
- Updated accounts, initiate billing and process claim payments, and receive payment for services

##### Civil Engineer

**2018 - 2019**

Cavimar SAS, Colombia

- Computed load and grade requirements, material *stress* factors and water flow rates to determine design specifications.
- Interacted daily with various project managers, subcontractors and municipal inspectors to complete construction projects
- Interpreted job site supervisor's orders and technical documentation to complete accurate work

#### EDUCATION EXPERIENCE

##### Full Stack Web Development

**2023 - Present**

York University, Toronto

##### JavaScript Algorithms and Data Structures Certification

**2023**

FreeCodeCamp.com

##### Responsive Web Design Certification (HTML-CSS)

**2022**

FreeCodeCamp.com

##### Customer Service Excellence and Computer Training Program

**2022**

TNG St. Stephen's Employment Training Centre, Toronto

##### Bachelor Degree: Civil Engineering

**2015**

University Minuto De Dios – Colombia