

JOSE ARIAS

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Junior Web Programmer

SUMMARY OF QUALIFICATIONS

- 6 years office environment, 3 years I.T background and 1 year Full Stack development environment
- Proficiency in HTML, CSS, and familiar with JavaScript, Next.js, Supabase, Zoho CRM, Deluge, REST API
- Proficient in VS Code, Git, Figma, Slack, Microsoft Office
- Familiarity with frontend frameworks and libraries such as React, Bootstrap and jQuery
- 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

CRM Specialist

Mortgage Outlet Inc, Toronto, Canada.

2023 - present

- Modernized Zoho CRM Workflow email processes to boost communication efficiency.
- Developed webhooks for robust data integration between Zoho CRM and external services using REST API.
- Crafted backend solutions in Deluge, automating data retrieval huge data from the Scarlett Network to Zoho CRM in real time using also Zapier and Zoho Flow (Webhooks) for quick and easy data transfer.
- Created a dashboard to oversee brokerage management and reporting, integrating key metrics and potential payroll functionalities for improved strategic planning.

I.T Support Worker

ST. Stephen Community House, Toronto, Canada.

2022 - 2023

- 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

SITEL de Colombia, SA, Colombia

2019 - 2020

- 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

EDUCATION EXPERIENCE

Full Stack Web Development

York University, Toronto

2023

Front End Development Libraries (React, jQuery, Bootstrap, SASS, Redux)

FreeCodeCamp.com

2023

JavaScript Algorithms and Data Structures Certification

FreeCodeCamp.com

2023

Responsive Web Design Certification (HTML-CSS)

FreeCodeCamp.com

2022

Customer Service Excellence and Computer Training Program

TNG St. Stephen's Employment Training Centre, Toronto

2022

Portfolio: <https://josearias31.github.io/Portfolio-2023/>