JOSE ARIAS

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Web Programmer

Web developer skilled in HTML, CSS, JavaScript, React, and Next.js, with experience in building responsive and dynamic applications. Proficient in using tools like Figma, Visual Studio Code, Git, and GitHub for design and version control. Familiar with Tailwind CSS for streamlined styling and Zoho CRM, REST API, and Webhooks for integrating business solutions. Experienced in managing projects with Jira and working with SQL databases such as MySQL and PostgreSQL (Supabase).

SUMMARY OF QUALIFICATIONS

- 3 years I.T programming including 1-year Full Stack Web development environment
- Proficient in VS Code, Git, Figma, Slack, Microsoft Office
- Familiarity with frontend frameworks and libraries such as React, Bootstrap and jQuery
- Experienced in Jira Software (ticketing system), Trello, and familiar with SQL, MySQL, and PostgreSQL for project management and database operations.
- Ability to read documentation, make reports, pull requests and preparing brochures for clients
- Passionate about playing soccer and continuously learning new technologies and topics beyond programming

PROFESSIONAL EXPERIENCE

CRM Specialist
Mortgage Outlet Inc, Toronto, Canada.   **2023 - 2024**

- 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 realtime 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

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

EDUCATION EXPERIENCE

Full Stack Web Development   **2023**
York University, Toronto

Front End Development Libraries (React, jQuery, Bootstrap, SASS, Redux)   **2023**
FreeCodeCamp.com

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

Civil Engineering   **2015**
Minuto de Dios University, Colombia

Portfolio: https://josearias31.github.io/Portfolio-2024/
LinkedIn: https://www.linkedin.com/in/jose-arias-787a02178/