Margarita Ramirez

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WORK EXPERIENCE

Contiki   **Bangkok, Thailand**
Manager   *Aug 2023 - Jan 2024*

- Guided travelers between cities, highlighting the best attractions and experiences in each location. Managed bookings and schedules, and handled personal issues such as lost items, injuries, and conflicts of personalities with a focus on team coordination and customer satisfaction.
- Planned and coordinated logistics for 5 travel tours across Asia, overseeing a total of 150+ travelers. This involved delegating responsibilities to team members and resulted in an average satisfaction rating of 95% on post-trip surveys.
- Executed changes to travel itineraries with less than 24 hours' notice for over 100 trips; utilized problem-solving skills to minimize disruptions and maintain client satisfaction levels above 90%.
- Coordinated seamless travel experiences for over 500 travelers, ensuring on-time arrivals at each destination and enhancing customer satisfaction rating by 20%.

Synchrony Bank   **Orlando, Florida**
Supervisor   *Mar 2018 - Jul 2023*

- Developed and implemented a comprehensive training program for new team members, resulting in a 30% decrease in onboarding time and increased productivity.
- Conducted daily quality audits for a portfolio of 300+ accounts, pinpointing defects, user errors, and necessary modifications with a swift 24-hour turnaround time, leading to a 35% reduction in disputes over a 2-year period.
- Managed escalated calls by actively listening to customer concerns, resolving issues promptly, and implementing new protocols, resulting in a 95% satisfaction score and an 80% increase in customer retention rates.

PROJECT EXPERIENCE

Stickers   **New York, New York**
Github

- Engineered and implemented web routes, design, and layout using React and CSS, while integrating Stripe for secure online payments, resulting in an enhanced user interface and a seamless purchase process.
- Facilitated daily scrum meetings to ensure team alignment and resolve merge conflicts, resulting in a 20% increase in code integration efficiency.
- Developed a fully functional e-commerce website, enabling secure user login, facilitating seamless purchases, and allowing users to download items directly to their computers.

Tetris   **New York, New York**
Github

- Coordinated with team members to integrate new code updates, resulting in a 15% increase in game functionality and user experience metrics.
- Integrated a preview box displaying the next three shapes, designed a scoring system, tracked line-clear counts, and developed level progression mechanics to significantly enhance gameplay experience.
- Developed complex game mechanics in Pygame to create immersive player experiences, resulting in a 20% increase in user engagement.

EDUCATION

Flatiron School   **New York, New York**
Full Stack Web Development, Python with Flask and JavaScript program

University of Central Florida   **Orlando, Florida**
B.S. in Mathematical Education