

# Margarita Ramirez

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## WORK EXPERIENCE

### Contiki

Bangkok, Thailand

Manager

Aug 2023 - Jan 2024

- Coordinated travel logistics and schedules for over 150 travelers, enhancing customer satisfaction ratings by 20% through effective problem-solving.
- Led teams in executing travel tours across Asia, achieving a 95% average satisfaction rating by managing expectations and streamlining processes.
- Adapted travel itineraries with less than 24 hours' notice for over 100 trips, utilizing critical thinking to maintain client satisfaction levels above 90%.
- Ensured timely arrivals for over 500 travelers at each destination while implementing quality checks that improved customer feedback scores significantly.

### Synchrony Bank

Orlando, Florida

Supervisor

Mar 2018 - Jul 2023

- Designed and implemented a training program that reduced onboarding time by 30%, resulting in increased productivity and team efficiency.
- Performed quality audits on a portfolio of over 300 accounts, identifying defects and recommending modifications within a swift turnaround time to enhance service quality.
- Resolved escalated customer issues through active listening and prompt solutions, achieving a 95% satisfaction score while boosting retention rates by 80%.

## 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