# Nancy Cruz

Boston, MA | nancy4510@gmail.com | LinkedIn: nancy-cruz4510/ | GitHub: github.com/Nancy4510

## SUMMARY

I'm a motivated developer with a background in customer service, who is eager to learn new skills and improve on my existing skills as well. What draws me to the development world is how one can create and build anything it is they want from scratch. The possibilities are endless. I'm looking forward in pursuing a position as a junior software engineer or junior front-end web developer and be part of a diverse company and team.

## SKILLS

HTML5, CSS3, JavaScript, jQuery, Node, object-oriented programming, Bootstrap, SASS, single page applications, JSON, HTTP request/response cycle, curl, Ruby, Ruby on Rails, SQL, NoSQL, relational databases, PostgreSQL, MongoDB, Express, Mongoose, Heroku, API development, React, Git, GitHub and WordPress

## EXPERIENCE

General Assembly - Boston, MA - Software Engineering Immersive
*Sept. 2019 – Dec. 2019*
- A 12-week/500+ hour immersive course that teaches full-stack web development
- Learned front-end and back-end technologies of web development by creating single page applications
- Utilized Git and GitHub for version control

General Assembly - New York, NY – Front-End Web Development
*April, 2019 – June, 2019*
- A 10-week course that introduced the basics of HTML, CSS, and JavaScript.
- Learned to make responsive webpages
- Learned to make webpages interactive by using JavaScript and jQuery

## OTHER EXPERIENCE

New York City College of Technology - New York, NY - WordPress Intern
*Feb. 2019 – May 2019*
- Redesigned two websites from scratch using WordPress
- Used design thinking process to redesigned the websites
- Worked with plugins and conducted usability testing for both websites

Woofs 'n Whiskers - New York, NY - Customer Service Representative
*Feb. 2014 – Aug. 2019*

- Answer questions regarding the different services offered and the pricing options
- Create reservations for clients
- Answer phone calls and emails with professionalism
- Follow through with customer satisfaction
- Confirm and maintain all data on file
- Process credit cards and cash payments; followed up on declined credit cards and open balances

## EDUCATION

New York City College of Technology
*June 2019*
Bachelors in Technology