RAFAEL**CRUZ**

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⌖ Philadelphia, PA

</> https://github.com/Rafycruz23

in rafael-o-cruz-220b79b4

SKILLS

- HTML/CSS
- Javascript
- React
- Java
- MySQL
- Angular
- Costumer Service / Relations
- Troubleshooting

EDUCATION

GOOGLE CYBERSECURITY CERTIFICATE (2023)

LAUNCHCODE (2022)
WEB DEVELOPMENT BOOTCAMP

MIMO (2022)
WEB DEV CERTIFICATE OF ACHIEVEMENT

LIBERTY UNIVERSITY (2016)
BA, INTERNATIONAL RELATIONS / STRATEGIC INTELLIGENCE

COLEGIO DE CINEMATOGRAFÍA, ARTES Y TELEVISIÓN (2012)
AA, SOUND ENGINEER

FAA
PRIVATE PILOT LICENSE / DRONE OPERATOR

PROFILE

Graduate of LaunchCode LC101 Web Developer and Google's Cybersecurity Certificate & holder of a B.A. in International Relations & Strategic Intelligence. Strong background in administrative duties, IT support, membership services, customer relations, marketing & communications.

EXPERIENCE

MEMBERSHIP & OPERATIONS COORDINATOR (PROMOTED)

Greater Philadelphia Hispanic Chamber of Commerce
2018 - Present

- Responsible for administering all membership database activities, including reporting and analysis and overall data management.
- Provided IT support to office staff, including software/hardware installation and troubleshooting.
- Trained staff on the usage of company software (MCTrade/Atlas), hardware and office tools.
- Successfully implemented IT security policies (including assigning mimimun privileges to system users and mandatory use of MFA).
- Monitored reviewed event/audit logs.
- Worked collaboratively with the development and marketing team in the implementation of events, communications, and outreach.
- Created new processes to increase the organization's membership.
- Successfully updated the Association Management Software (AMS) database for the first time since its implementation in the Chamber.

RESOURCE MANAGEMENT ASSISTANT INTERN

USDA Food Safety and Inspection Service (FSIS)
05/2017 - 08/2017

- Obtain data and prepare summaries and presentations about analytical studies performed by the Resource Manager or other district personnel.
- Access and maintain various databases such as the PHIS database system, spreadsheets, and other similar computer applications that facilitate resource management activities for the district.