

# Roy Cruz

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## CAREER SUMMARY

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Dynamic technology professional with 4+ years of experience in web development, IT support, and cloud-based tools across various environments. Skilled in building and deploying websites, automating workflows, and supporting technical systems and internal tools. Well-versed in using Python, SQL, HTML/CSS, Git, Google Workspace, and cloud tools to deliver efficient, user-focused solutions that improve workflows and team productivity.

## TECHNICAL SKILLS

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**Coding Languages:** Python, SQL, CSS, HTML, Java, JavaScript, C++, C#, NoSQL, MySQL, PostgreSQL

**Cloud & Infrastructure:** Google Cloud Platform, AWS, Azure, Docker, Git, GitHub, VS Code, Linux

**Additional Tools:** BigQuery, Salesforce, Google Sheets, Slides, Looker Studio, UI/UX, .NET, Node.js, REST APIs

## PROJECTS

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**Customer Retention Pipeline (Personal Project)** - [Live Site](#) | [GitHub](#)

August 2023

- Built a retention pipeline using Python, SQL, Airflow, GCP, and Looker Studio for automation and reporting.

**Personal Portfolio Website (Web Development Project)** - [Live Site](#) | [GitHub](#)

February 2023

- Built a personal portfolio website using HTML, CSS, and JavaScript, and deployed it with GitHub Pages for live hosting.

## RELEVANT EXPERIENCE

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**Web Developer, HackForLA**, Los Angeles, CA

Feb 2025- Present

- Maintained and updated the Hack for LA Website, contributing front-end enhancements and content revisions to improve usability, accessibility, and overall user experience.
- Collaborated regularly with developers and project leads to implement features, resolve issues, and ensure code quality using HTML, Markdown, Git, and GitHub.
- Investigated issues in a large codebase by tracing component references, reviewing commit history, and testing changes in local branches before submission.

**IT Support Specialist, Skanna Solutions**, Odessa, FL

Sep 2023- Jan 2025

- Collaborated with cross-functional teams to track recurring support issues using Salesforce and Google Sheets, helping refine internal documentation and streamline resolution workflows.
- Supported internal teams and clients by troubleshooting API-related issues and guiding usage of document workflows, system access, and automation tools.
- Assisted developers in testing and deploying new API integrations, contributing to features like secure document retrieval, metadata tagging, and policy lifecycle updates.

**Web Developer, Cityglobe**, New York, NY

May 2022- Aug 2023

- Built a machine learning model to predict customer churn using Python, Docker, Airflow, BigQuery, and GCP—supporting data-driven retention strategies.
- Automated ETL workflows with GCP and Terraform, reducing manual data handling by 70%.
- Implemented CI/CD pipelines with GitHub Actions and Makefile, improving deployment reliability and speed.
- Built dashboards in Google Data Studio to help stakeholders monitor customer retention metrics in real time.

**Web Developer Internship, Cityglobe**, New York, NY

Mar 2022- May 2022

- Developed and deployed a prototype web app using Streamlit, Docker, and Azure, enabling internal teams to analyze salary trends across regions and roles.
- Integrated the app with a cloud database to ensure reliable performance and real-time access to insights.
- Collaborated cross-functionally with data science, sales, and marketing teams to demo and refine the solution.

## EDUCATION

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**University of Wisconsin-Stout**, Menomonie, WI

June 2022

Bachelor of Science, Major in **Computer Science**