Sergio Ardila-Alvarado

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Dynamic Full-Stack Web Developer with a background in customer service spanning over 5 years in various industries, complemented by 1 year of hands-on coding experience. Possesses exceptional interpersonal skills, effective time management, and a collaborative approach to teamwork. Recognized for excellence in problem-solving, leadership, and providing top-tier customer service. Specializes in Front-End development with a certificate in Full-Stack Web Development from the University of Wisconsin Coding Boot Camp.

TECHNICAL SKILLS

HTML5, CSS3, JavaScript ES6+, SQL, GitHub, MySQL, Express, React, Node, Jest, jQuery, Bootstrap, Tailwind CSS, OOP, Heroku, Slack, Git, GitBash, noSQL, mongoDB, Nodemon, MERN, React, Vite, C#, Python.

PROJECTS

RecipeHub | **Github: /Stroyer210/RecipeHub** | **Website: /RecipeHub/**
- Summary: Offers a seamless experience for exploring a vast array of food and drink recipes. Uncover delectable dishes and beverages tailored to your preferences, and easily save your favorites for future reference.
- Role: Mostly Front end designer
- Tools: HTML, CSS, JavaScript, API, Tailwind CSS

JourneyJot | **Github: /Stroyer210/JourneyJot** | **Website: /JourneyJot/**
- Summary: Allows users to log and track different trips or adventures, create a suggested packing list, and blog about their trips.
- Role: Full-Stack Developer (Front-End Focus)
- Tools: JavaScript, Node.js, MySQL, OpenAI, Tailwind CSS and Handlebars.

DietDetective | **Github: /DietDetective** | **Website: /DietDetective/**
- Summary: Enables users to log in and input foods to obtain comprehensive nutritional information for each item.
- Role: Full-Stack Developer (Front-End Focus)
- Tools: GraphQL, Mongoose, OpenAI, Tailwind CSS, Vite and React.

EXPERIENCE

The Great Dane Pub and Brewing Company   **2022 - Present**
Managing Supervisor   **Madison, WI**
Oversee daily operations to ensure the highest level of service and guest satisfaction. With 5+
years of experience in the hospitality industry, I lead by example, motivating and coaching team
members to deliver exceptional service and maintain standards of excellence.
Key Accomplishments:
- Maintained high customer satisfaction ratings through effective team leadership, resulting
  in positive reviews and repeat business.
- Maintained a high level of accuracy in order taking and delivery, minimizing errors and
  ensuring customer satisfaction.
- Started as a server and then got promoted to this position due my hard work and
  dedication.
- Collaborated effectively with team members to streamline service processes, improve
  efficiency, and create a positive work environment.
- Earned a reputation for reliability and dependability by consistently showing up on time
  for shifts, covering extra shifts when needed, and demonstrating a strong work ethic.

The TJX company   **2021 - 2023**
Floor Coordinator / Sales Associate   **Baraboo, WI / Madison, WI**
I've demonstrated adaptability and versatility in delivering exceptional customer service and
driving sales. As a Floor Coordinator, I took on leadership responsibilities, overseeing daily
operations and ensuring a seamless shopping experience for customers. However, due to
relocating to a different city and taking on a different job, I transitioned to a Sales Associate
position. Despite the change in roles, I continued to excel in customer engagement, product
knowledge, and maintaining store presentation standards.
Key Accomplishments:
- Led and motivated a team of associates as a Floor Coordinator, implementing training
  programs and fostering a positive work environment.
- Implemented efficient inventory management practices, including regular stock checks
  and replenishment, resulting in reduced instances of out-of-stock items and improved
  product availability.
- Played a key role in maintaining attractive store displays and visual merchandising
  standards, resulting in a visually appealing shopping environment that attracted
  customers and increased sales.
- Demonstrated strong problem-solving skills by resolving customer complaints and issues
  promptly and effectively, ensuring a positive shopping experience for every customer.

EDUCATION

Certificate in Full-Stack Web Development

University of Wisconsin   **Milwaukee, WI**

Topography Technician, Surveying and Geomatics

The National Learning Service (SENA)   **Floridablanca, Colombia**