

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.

PROJECTS

WeatherApp | [/Stroyer210/Weather-App](#) | [/Weather-App/](#)

- Summary: Provides up-to-date and future weather forecasts in cities worldwide. Seamlessly explore weather conditions and forecasts for your desired locations, and conveniently save your searched cities for quick access later.
- Role: Full Stack Developer
- Tools: HTML, CSS, JavaScript, API, Tailwind CSS

RecipeHub | [/Stroyer210/RecipeHub](#) | [/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

EXPERIENCE

The Great Dane Pub and Brewing Company
Managing Supervisor

2022 - Present
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