

Tony Ramirez

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<https://www.tonylecca.com>

Profile Overview

Spent two years in Oregon and Washington providing service for the community and teaching English and faith related topics. Afterwards, studied Computer Science at BYU for two years. Held various jobs focusing on customer service and sales. Spent time outside of work and class teaching myself web development using school resources and online courses.

Education

Bachelor of Science: Mathematics, *Brigham Young University* (BYU) | Provo, Utah
Major: Computer Science (CS)

Sep 2017 - Apr 2021

Work and Volunteer Experience

Vivint, *Customer Loyalty Representative* | Lindon, Utah

Oct 2018 - Dec 2018

- Talked to escalated customers and worked to resolve their concerns
- Extended contracts and sold security equipment
- Set up appointments and work orders for technicians

Waffle Love, *Team Lead* | American Fork, Utah

Aug 2014 - Jun 2015

- Made sure all customers had a great experience at our food truck
- Trained new employees to be quick and efficient with orders
- Worked with the owners by testing different methods for serving customers

Aug 2017 - Dec 2017

Church of Jesus Christ of Latter-day Saints, *Missionary* | Vancouver, Washington

Jul 2015 - Jul 2017

- Served at Oregon Food Bank and other food banks multiple times a week
- Organized service projects for retirement homes, parks, and hospitals
- Taught weekly English Classes
- Would approach people and offer to do service or teach them about my faith

Technical Skills

Front-end development using HTML, CSS, Javascript, jQuery, REST APIs, Vue, and React

Back-end development using MySQL, PHP, Node

Knowledge of the Linux Command Line and Github Workflow

Other programming languages: C++, C, and Java

Solid understanding of Data Structures and Time Complexity