Aaron C. Saralegui

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Software Developer

Full Stack Web Developer with a background in Global business management and life-long dedication to learning. Effective at combining creativity and problem-solving to develop user-friendly applications. Versatile team player with proven success in customer service and cross-team collaboration. Proficient in the MERN Stack; flexible, fast learner bringing curiosity and passion to every project.

Advanced Technical Skills

Languages: HTML5 | CSS3 | Bootstrap | Ruby | Ruby on Rails | PostgreSQL | JavaScript | jQuery | and ReactJS
CSS3 | Bootstrap
Applications: Yelp Clone | Quote Generator | Social Media Clone | To-do app | Marketplace.
Microsoft Suite | Adobe Photoshop | Final Cut Pro | iMovie | CorelDRAW

Professional Experience

Customer Service Advocate, Tucson, AZ   **August 2020 – August 2023**
Verizon Wireless

Empowered customers and suggested products and services that met the customers' needs and enhanced their overall satisfaction.

- Efficiently and confidently resolving customers' challenges in a single call
- Resolved customer concerns related to general issues, billing, and account issues focused on improving the education of products and services.
- Proficiency with technology and the ability to apply it to solve technical problems.
- Achieved success through the consistent application of self-discipline, exemplary time management skills, resourcefulness, unwavering accountability, and collaborative teamwork with both peers and leaders

Web Developer Freelancers Tucson, AZ   **January 2020 - March 2020**
Centerpiece

As a freelance contractor, I designed and developed the company's homepage.

- Using HTML, CSS, JavaScript, and PHP, develop and design the homepage for a medical manufacturing startup.
- Develop and design in a timely manner, communicate timelines, and work closely with the team.
- Create a robust "Contact Us" section that enables interested customers to communicate with the company effectively.
- By taking on a short-term contract, I was able to efficiently and effectively deliver the project within the allotted time. This demonstrates my ability to work under pressure and produce high-quality results.

Solutions Specialist, Tucson, AZ   **May 2007 – August 2020**
Verizon Wireless

Keyholder, Managed open and closing procedures and managing the store flow.

- Surpassed Quota/revenue target for net activations, customer renewals, and enhanced services top sales performer.
- Increased customer satisfaction scores up to 90% average in one year through a series of training initiatives focused on improving education of products and services and reducing the stress of the sales process.
- Oversaw day-to-day front-of-store operations, including inventory management, sales reporting, tracking, and enhanced Customer experience.
- Certifications to work with small and medium business accounts. Accomplish top business-to-business sales.

Assistant Manager, Yuma, AZ   **March 2012 – May 2012**
Verizon Wireless
- Managed a team of 15 employees, including Sales and Customer service. Created and implemented an employee incentive program, resulting in increased sales customer experience.
- Increased customer satisfaction by reducing wait times, offering first-class customer service, and encouraging front-facing leaders ready to help.
- Developed employees' professional goals within the company to increase individual performance.
- Trained multiple new staff members monthly on operations, policies, and sales skills.

Additional Relevant Experience

Retail Sales Representative, Tucson, AZ   **January 2006 - Mar 2007**
2B wireless authorized dealer of T-Mobile
Elevated sales figures across multiple locations, driving revenue growth and enhancing overall performance
- Improved customer satisfaction and drove increased sales through personalized service and attentive customer engagement
- Consistently exceeded team quotas and revenue targets month over month by collaborating effectively within the sales team

Education
Bachelor of Science (BS) Business with a concentration in Global Management
University of Phoenix, Tucson, Arizona

Certificate
Coding Bootcamp
University of Arizona, Tucson, Arizona
An intensive 24-week program dedicated to designing and building web applications. Skills learned consisted of HTML5, CSS3, Bootstrap, Ruby, Ruby on Rails, PostgreSQL, JavaScript, J Query, and ReactJS.

Languages
Fluent in English and Spanish.

Projects
AlphaProject | https://github.com/acsaralegui/project_april | https://projectapril.herokuapp.com/
- AlphaProject allows the user to create personal articles.
- Ruby on rails app, HTML5, CSS3, Bootstrap, Heroku, and PostgreSQL

Grammable | https://github.com/acsaralegui/grammable | https://grammable-eb70b4970752.herokuapp.com/
- An Instagram clone built using industry-standard, test-driven development following numerous red/green/ refactor cycles.
- The core responsibilities were to create the app from the ground up.
- Ruby on rails app, HTML5, CSS3, Bootstrap, Heroku, PostgreSQL, and AWS S3

Foodies | https://github.com/acsaralegui/easilysmart| https://foodies-2023-d8fcdc282358.herokuapp.com/
- A Yelp clone that integrates with the Google Maps API and includes features like user comments, star ratings, image uploading, and user authentication.
- The core responsibilities were to create the app from the ground up.
- Ruby on rails app, HTML5, CSS3, Bootstrap, Heroku, PostgreSQL, and AWS S3

Flashback | https://github.com/acsaralegui/Flashback| https://acsaralegui.github.io/Flashback/
- This project is an interactive flash card app that demonstrates the history of React.
- The core responsibilities were to create the app from the ground up.
- React, ReactDOM, Github, and Babel