CHRISTOPHER CRUZCOSA

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Portfolio: https://christopher-cruzcosa.github.io/cruzcosa-react-portfolio

SUMMARY

Full stack web developer, data analyst, and U.S. Army veteran with experience in analytics and ITSM process management. Undergraduate degree from NYU and a certificate from UC San Diego in full stack web dev.

TECHNICAL SKILLS

Languages: HTML 5, CSS, Javascript, Node.JS
Techniques: AJAX, jQuery, Webpack, PWAs
Applications: Express.JS, React.JS, MS Dynamics, MS PowerBI, MS Teams, Slack
Databases: mySQL, MongoDB, IndexedDB, Sequelize ORM, Mongoose ODM

RELEVANT EXPERIENCE

CX Process and Analysis Manager   2019 – 2020
NYC Dept of IT and Telecommunications   New York, NY
Process manager for the Customer Experience Management (CxM) division; the role's main areas of responsibility are customer data management, CX process design, and KPIs
Key Accomplishments:
- Stood up a Wiki of divisional process and procedures, using MediaWiki software
- Created an end-to-end process guide for Network design, procurement, and implementation
- Designed the algorithm used to continuously assess caseload size and capacity for all Agency Relations agents

Agency Relations Manager   2016 – 2019
NYC Dept of IT and Telecommunications   New York, NY
Account manager for a portfolio of client CIOs in the NYC government space; also, acted as unit lead for metrics, data analytics, and CRM development
Key Accomplishments:
- Managed a high-profile portfolio with NYC Office of the Mayor, NYPD, and 15+ others
- Briefed the DoITT Commissioner before high-level meetings on client projects on a monthly basis
- Represented external clients and the DoITT Incident/Problem Management Team during the resolution of dozens of major incidents, including several critical service outages impacting government agencies

Quality Assurance Specialist   2013 – 2016
NYC Campaign Finance Board   New York, NY
Lead developer and staff trainer on all data analysis programs for the Auditing/Accounting Unit
- Developed all Excel tools and workbooks for enterprise-use by the Audit Unit in the audit of hundreds of thousands of financial transactions
- Created a comprehensive data analysis of all financial data and all audit findings from the 2013 NYC election cycle

ADDITIONAL EXPERIENCE

Battalion Logistics Officer   2008 - 2012
US Army, Active Duty   Fort Hood, TX

EDUCATION

Bachelor of Arts (B.A.): New York University (NYU), New York, NY
Full Stack Web Development Bootcamp Certificate: UC San Diego Extension, San Diego, CA