

# CHRISTOPHER CRUZCOSA

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LinkedIn: <https://www.linkedin.com/in/christopher-cruzcosa> |

GitHub: <https://github.com/christopher-cruzcosa> |

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

## PROJECTS

**Dr. Fantastic's Tarot Readings** | <https://github.com/christopher-cruzcosa/life-reading-app> |

<https://christopher-cruzcosa.github.io/life-reading-app/index.html>

- A lightweight fortune teller application that gives users a short Tarot card reading. Uses the Tarot API for all card data.
- Project Responsibilities: Wireframes, External API Calls, Animations
- Built Using: Javascript, CSS, External API(s)

**GameKiwi** | <https://github.com/christopher-cruzcosa/bluetooth-coffee-cup> |

<https://infinite-plains-30611.herokuapp.com/>

- "A minimalist social media platform that allows users to share their 'top ten' video game list with friends and those interested. Uses the RAWg API for all game data.
- Project Responsibilities: Dynamic Rendering, Wireframes, Data Models
- Built Using: Handlebars, Node JS, mySQL, Sequelize, External API(s)

**Silmaril Gram** | <https://christopher-cruzcosa.github.io/silmaril-gram/> |

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- A web app built using React, which allows managers to view and sort from an employee records API.
- Project Responsibilities: Wireframes, External API Calls, Animations
- Built Using: Javascript, CSS, External API(s)

## 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**  
**NYC Dept of IT and Telecommunications**

2016 – 2019  
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**  
**US Army, Active Duty**

2008 - 2012  
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**