Mateo Cruz

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Portfolio: https://cruzma.github.io/React-Portfolio/

Engaging and communication-oriented front-end web developer with a background in customer service. Trained and graduated from the University of Toronto coding bootcamp and earned a Certificate in Full Stack Web Development. Passionate about website design and website functionality. Eager to continue learning, collaborating, and problem solving to create and maintain websites. Strengths in creativity, communication, and teamwork to accomplish and complete tasks and projects.

Technical Skills

Languages: Javascript, CSS3, HTML5,
Applications: Github, MongoDB
Tools: Express, React, Node, HandleBars, JQuery, Bootstrap

Projects

budget-tracker | github: https://github.com/cruzma/budget-tracker.git | Website: https://thawing-mesa-66730.herokuapp.com/
- ● Summary: A budget Tracker that keeps track of your spending
- ● Role: Sole author
- ● Tools: HTML, CSS, JavaScript

weather-dashboard | github: https://github.com/cruzma/weather-dashboard.git | Website: https://cruzma.github.io/weather-dashboard/
- ● Summary: Weather app that provides current and future weather forecasts in cities.
- ● Role: Sole author
- ● Tools: HTML, CSS, JavaScript, jQuery, API, Bootstrap, Font Awesome

shop-shop | github: https://github.com/cruzma/shop-shop.git | Website: https://serene-caverns-56086.herokuapp.com/
- ● Summary: A small app e-commerce site where users can buy products
- ● Role: Front end designer
- ● Tools: React.js, Redux.js, Javascript, CSS, HTML

Experience

National Logistics Services
Customer Service Representative   September 2018 to March 2021
        Mississauga, Ontario
- - Reviewed and answered all customer inquiries (via telephone, email or in person) in a polite manner with a customer focused service.
- - Monitored Puma and Cobra accounts and collaborated with my team to improve communication with customer and in house team
- - Authored about 40 instructions on how to Enter, edit, and process customer orders using PKMS or WMi systems.

- Liaised with the NLS team on behalf of customer to determine the status of sales orders, purchase orders, inventory, and special requests
- Investigated on behalf of customers the non-conformance issues or service failures, and collaborated with appropriate departments to determine the root cause and discuss service recovery with relevant departments.

Chapters
Customer Experience Representative   September 2016 to August 2018
    Vaughan, Ontario
- Collaborated with team of Customer Experience Representatives to get merchandise from the point of delivery to the sales floor quickly and efficiently
- Conducted inventory cycle counts, replenished stock, shelved products, and received and processed incoming store merchandise
- Used merchandising standards to create a visually appealing, stimulating store

Education

University of Toronto   2020 to 2021
Full Stack Web Development **Certificate**

Juno College   2020
Web Dev 2-week program

Humber College   2010 to 2012
Police Foundation **College Diploma**

Humber College   2009 to 2010
General Arts and Science **Certificate**