Mateo Cruz

1220 Hammond St.

Burlington, Ontario, L7S 2A4 // Cell: 647 457 0516

Email: [mtaycruz@gmail.com](mailto:mtaycruz@gmail.com) // Linkedin: https://www.linkedin.com/in/mateo-cruz-b76619133/

Github: <https://github.com/cruzma> // Portfolio: <https://cruzma.github.io/React-Portfolio/>

An engaging and communication oriented Junior Front-End Developer with 1 year experience in creating websites and a background in customer service. Recently graduated from the University of Toronto with a certificate in Full Stack Web Development and with a 91.78% final grade. Passionate about responsive website design and functionality. Eager to continue learning, collaborating, and problem solving to create and maintain websites. Strengths in creativity, english communication and teamwork to complete tasks and projects.

**Technical Skills**

**Languages:** Javascript, CSS3, HTML5

**Applications:** Github, MongoDB, heroku, Slack

**Tools:** Express, React, Node, HandleBars, JQuery, Bootstrap, Windows

Currently in the process of strengthening my skills in Adobe Photoshop, Wordpress, and UX Design.

**Projects/Portfolio**

**run-buddy | github: https://github.com/cruzma/run-buddy.git | Website: https://cruzma.github.io/run-buddy/**

* Summary: Created and illustrated a creative website app for a fictional gym. This website was built with advanced concepts such as flexbox and flexgrid and implemented Responsive design for phone screens.
* Role: Sole author
* Tools: HTML, CSS, JavaScript

**Love-Lorena| github:** [**https://github.com/cruzma/misa-wedding-site**](https://github.com/cruzma/misa-wedding-site) **| Website:** [**https://cruzma.github.io/misa-wedding-site/**](https://cruzma.github.io/misa-wedding-site/)

* Summary: Wedding Planner website that displays their services and good reviews. Was built with advanced concepts such as flexbox and implemented Responsive design for all screens.
* Role: Sole author
* Tools: HTML, CSS, JavaScript, Flexbox, React.js

**shop-shop | github:** [**https://github.com/cruzma/shop-shop.git**](https://github.com/cruzma/shop-shop.git) **| Website:** [**https://serene-caverns-56086.herokuapp.com/**](https://serene-caverns-56086.herokuapp.com/)

* Summary: Successfully created a small 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 to2010

General Arts and Science **Certificate**