Mateo Cruz

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Email: [mtaycruz@gmail.com](mailto:mtaycruz@gmail.com) // Github: <https://github.com/cruzma>

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/**](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/**](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**](https://github.com/cruzma/shop-shop.git) **| Website:** [**https://serene-caverns-56086.herokuapp.com/**](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 to2010

General Arts and Science **Certificate**