

ISRAEL GONZALEZ-BROOKS

FULL STACK WEB DEVELOPER

✉ israelgonzalezb@gmail.com 🌐 israelgonzalezb.com ☎ 7026083073 📍 Las Vegas, NV

PROJECTS

NutriJournal

Personal food tracking and nutrition visualization app

- Built using React, Redux, styled-components, Node, Firebase and Postgres.
- Lead tester
- Implemented barcode scanning feature

Budget Blocks

Personal finance budgeting app

Built using React, Redux, Node, Material UI, Node and Postgres.

- Project lead
- Code review and mentorship
- UI development

SKILLS

WEB DEVELOPMENT

HTML, CSS, JavaScript, React, RESTful APIs, Command Line, PostgreSQL, Python, Deployment, Express, Node

EMPLOYMENT

Lambda School · Remote

Oct. 2019 to Current

Team Lead

- Leading and helping coordinate a group of up to 8 student web developers

Airbnb CX Campaign at Sutherland Global · Las Vegas, NV

Oct. 2016 to Nov. 2019

Team Leader Mentor and CX Process Manager

- In 23 months moved from CX, to case-manager, to case-manager supervisor, to Associate Account Manager to my current position as Team Leader Mentor and CX Process Manager
- Understand user-relationship management
- Empathically deal with users' high-pressure crises
- Communicating best practices for handling difficult situations
- Mastered investigation and troubleshooting skills
- Coordinated tasks for groups ranging between 15 - 500 on a daily basis
- Utilize BPMN 2.0 to outline internal processes and mesh those with client processes
- Experience with program-wide NPS management and best practices

The Art of Dale Mathis · Las Vegas, NV

June 2015 to Oct. 2016

Administrative Assistant

- Mastered the basics and details of running a small business
- Coordinate time-critical projects to exceed the standards of high-value customers based around the world
- Internalized the importance of self-motivation and organizational capability when running a business

EDUCATION

Lambda School

Feb. 2019 to June 2020

Full Stack Web Development