

# IVAN ORTIZ

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Los Angeles, CA

[ivanortiz.me](http://ivanortiz.me)

[github.com/ivort1](https://github.com/ivort1)

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## WORK EXPERIENCE

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### Software Engineer

IKEA

August 2020 – Present

Conshohocken, PA (Remote)

- Part of the customer-facing Fulfillment team where we work to implement solutions that will improve the customer experience with regards to delivery times, the return process, online pickup orders, shipping methods, etc.
- Built our rebranded suite of emails for our online pickup service using XSLT, XML payloads generated by one of our backend systems, and the WaitWhile API – as a result, the average customer wait time dropped by over 50% across all stores
- Built a user interface using React for our co-workers to manually send out e-mail and SMS notifications for online pickup orders – this process was then completely automated using Google Cloud BigQuery and Pub/Sub
- Currently working on the front-end of an Android mobile application using React, TypeScript, and Capacitor that will automate the route a co-worker should take when picking items on the sales floor for an online pickup order

### IT Technician

IKEA

July 2015 – August 2020

Covina, CA

- Maintained all the hardware in two of our stores (Burbank & Covina), including but not limited to: Dell workstations & notebooks, HP & Lexmark printers, HP plotters, NEC phones, iMacs, DLoG forklift terminals, & all the equipment in our server rooms
- Presided over our ticketing system (known as iDesk) to ensure that all co-worker incidents were responded to in a timely & efficient manner
- Oversaw all IT projects that occurred at the stores & was the main point of contact for all our technical vendors including Dell, HP, Acteon, Lexmark, Advantech, Wincor, & more

## EDUCATION

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### Bachelor of Science in Computer Science

St. John's University

January 30, 2015

Queens, NY

## PROJECTS

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### Personal Portfolio — [ivanortiz.me](http://ivanortiz.me)

My portfolio website that reveals a little bit about me, my coding projects, & my contact information.

- Gatsby, HTML, CSS, Sass, Bootstrap 5, JavaScript, GitHub, Netlify, Google Domains

### Destination Wedding Website — [ivanandmarilynn.com](http://ivanandmarilynn.com)

My fiancé & I decided on having a destination wedding & I built this site to make it easier for our guests to view all relevant information pertaining to the wedding including the schedule, travel accommodations, FAQs, etc.

- Gatsby, HTML, CSS, Sass, Bootstrap 5, JavaScript, GitHub, Netlify

## TECHNOLOGIES & SKILLS

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- HTML, CSS, Sass, JavaScript, React, Bootstrap, Tailwind CSS
- Confluence, Jira, agile methodologies, Kanban board
- Some experience with Java, XML, XSLT, TypeScript, Google Cloud Platform
- Adobe Photoshop, Linux, IntelliJ IDEA, Visual Studio Code, version control (Git, GitHub)
- Bilingual — fluently speak, read, & write in Spanish