

# IVAN ORTIZ

[ortiz.ivan93@gmail.com](mailto:ortiz.ivan93@gmail.com)

(626) 384-7075

Los Angeles, CA

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

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

[linkedin.com/in/ivanortiz93](https://linkedin.com/in/ivanortiz93)

## SUMMARY

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Results-oriented Software Engineer with three years of experience specializing in JavaScript and Java. Proven track record of delivering high-quality solutions that improve customer experience and drive business success. Strong problem-solving and communication skills with a passion for learning and staying up-to-date with the latest technologies.

## WORK EXPERIENCE

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### Software Engineer

**August 2020 – Present**

IKEA

Conshohocken, PA (Remote)

- Member of the customer-facing Fulfillment team, responsible for implementing solutions to enhance the customer experience related to delivery times, returns, online pickup orders, and shipping methods.
- Developed a rebranded suite of emails for our online pickup service (Click & Collect) using XSLT, XML payloads generated by backend systems, and the WaitWhile API, resulting in a 50% reduction in average customer wait time across all stores.
- Created a user interface using React for co-workers to send out e-mail and SMS notifications manually. Automated the process using Node.js, Google Cloud BigQuery, Kubernetes Engine, Artifact Registry, Cron Job, and multiple internal REST APIs. This prevented coworkers from having to manually send more than 20,000 emails and sms messages and counting.
- Built Plocklista, a mobile Android application with React and Capacitor that automates the route for co-workers picking items on the sales floor for online pickup orders. Coworker pick speeds increased by more than 80%.

### IT Technician

**July 2015 – August 2020**

IKEA

Covina, CA

- Maintained hardware in two stores (Burbank & Covina), including Dell workstations & notebooks, HP & Lexmark printers, HP plotters, NEC phones, iMacs, DLoG forklift terminals, and server room equipment.
- Managed our ticketing system (iDesk) to ensure timely and efficient resolution of co-worker incidents.
- Served as the main point of contact for technical vendors, including Dell, HP, Acteon, Lexmark, Advantech, Wincor, and more.
- Oversaw IT projects within the stores, ensuring successful implementation.

## EDUCATION

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### Bachelor of Science in Computer Science

**January 30, 2015**

St. John's University

Queens, NY

## TECHNOLOGIES & SKILLS

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- Programming Languages: JavaScript, familiar with Java
- Web Technologies: HTML, CSS, React, Bootstrap, Material UI, Tailwind CSS
- Tools & Platforms: RESTful APIs, HTTP requests, cURL, Postman, Git, GitHub, IntelliJ IDEA, Visual Studio Code, Figma
- Cloud & DevOps: Google Cloud Platform, familiar with Docker and Kubernetes
- Project Management: Confluence, Jira, Agile Methodologies, Kanban board
- Languages: Bilingual – English and Spanish (fluent in speaking, reading, and writing)