

# IVAN ORTIZ

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[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)

- Developed a rebranded suite of emails for our online pickup service 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

IKEA

July 2015 – August 2020

Covina, CA

- Maintained hardware in multiple stores and 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 oversaw IT projects within the stores, ensuring successful implementation.

## 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 website reveals a little bit about me, my coding projects, & my contact information.

- Built with vanilla HTML, CSS, and JavaScript. Stored on GitHub and hosted on Netlify.

### 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 / React.js, HTML, CSS, JavaScript, Sass, Bootstrap 5, GitHub, Netlify

## 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, 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)