Jose J. Del Valle

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https://joseddeveloper.dev/ |GitHub: jdelvalle12 (github.com)

Profile

Full Stack Web Developer with a background in criminal justice, detail-oriented seeking a position where my related skills, leadership experience, and education can be utilized. Earning a certificate in Full Stack Web Development from the University Central Florida Coding Boot Camp. Hardworking innovative problem-solver who is passionate about developing apps with a focus on design and development. Strengths in critical thinking, analytical, creativity, teamwork, organizational & time management skills.

Technical Skills

JavaScript, CSS, HTML, NoSQL, GitHub, MongoDB, MySQL, Express, React,
Node, jQuery, Bootstrap/Tailwind, GraphQL

PROJECTS

Spying Employee | jdelvalle12 (github.com)| jdelvalle12/spying-employee (github.com)
● Summary: This app allows for users to store information and manage a company's employee's database. The user can view all department, roles, employees, update information for roles and employees, as well as add roles & employees.
● Role: Sole author
● Tools: Express.js, MySQL, Node.js

Journeez | | jdelvalle12 (github.com)| www.journeeztrip.com
● Summary: Travel app that aims to ease those nerves for first time travelers in the most simplistic way by providing information and tips as well as share their experience with other solo travelers and a way to document their experiences.
● Role: Sole author
● Tools: HTML, CSS, JavaScript, REACT, API, Bootstrap, Font Awesome, Tailwind

Flick-Tracker-MERN Build | |https://flicktrack.herokuapp.com | NicholasTozzi/flick-tracker (github.com)
● Summary: A new way to engage with fellow movie lovers, through a user database system.
● Role: Back-end developer
● Tools: Handlebars, Sequelize, node.js, express.js, JavaScript, Bootstrap

Employment History

Sanford, FL
Customer Service Representative   2/20-3/23
Employer: Alstom

- Provided positive customer service- Actively listened to customer concerns, empathized with their situation, and provided timely and effective solutions. Received positive feedback from customers, increased customer satisfaction ratings, and built strong customer relationships that led to repeat business and referrals.
- Multitasked through various assignments – Prioritized tasks based on deadlines and importance, utilized time-management techniques, and collaborated with team members to delegate responsibilities. Completed assignments within deadlines, improved team productivity, and contributed to the overall success of the team's projects.
- Managed customer's accounts – Maintained accurate and up-to-date records of customer accounts, monitored account activity, and communicated proactively with customers. Improved accuracy of customer records, identified and resolved issues before they became problems, and strengthened customer relationships.
- Provided IT support- Diagnosed and resolved technical issues. Increased system uptime, improved end-user satisfaction, and minimized downtime due to technical issues.
- Perform various administrative tasks in support of SunRail Operations and Maintenance as assigned- Followed established procedures and guidelines, communicated effectively with team members, and maintained accurate records of tasks. Improved efficiency of administrative processes, contributed to the smooth operation of SunRail, and supported the success of team projects.
- Took on supervisory role when needed- Communicated effectively with team members, provided guidance and support as needed, and demonstrated leadership skills. Improved team performance and morale, maintained productivity in the absence of a regular supervisor, and demonstrated leadership potential.

Sanford, FL
SunRail Station Ambassador   6/18-2/20
Employer: SunRail

- Provide quality customer service to passengers at the SunRail stations- Greeted passengers with a friendly and helpful attitude. Ensured a positive experience for all riders.
- Making sure passengers are safe- conducted regular safety inspections. Responded quickly and appropriately to any safety incidents or emergencies along with other staff.
- Constant communication with other SunRail staff- worked closely with other SunRail staff to ensure the rail system was running smoothly and efficiently. Maintained a positive and collaborative relationship with other staff, working together to provide the best possible service to passengers.

Education
Certificate, Full Stack Web Development   10/22-5/23
University of Central Florida, Orlando, FL

 Bachelor of Science – Criminal Justice
University of Central Florida, Orlando, FL   8/10-5/14