PORTFOLIO

Maria F. Hernandez

2024

Hello,

I'm Maria Hernandez

Software Engineer

I am a dedicated and highly organized individual with a strong commitment to achieving excellence in all tasks. With a diverse background in software development and a passion for technology, I strive to deliver innovative solutions and contribute positively to team projects. My approach is marked by consistency, attention to detail, and a drive for continuous improvement.

Recovery Asset Protection

Recovery Asset Protection is a mini app inside Me@Walmart that asset protection teams in stores/clubs to keep track of all items recovered that were at risk of being stolen or damaged.
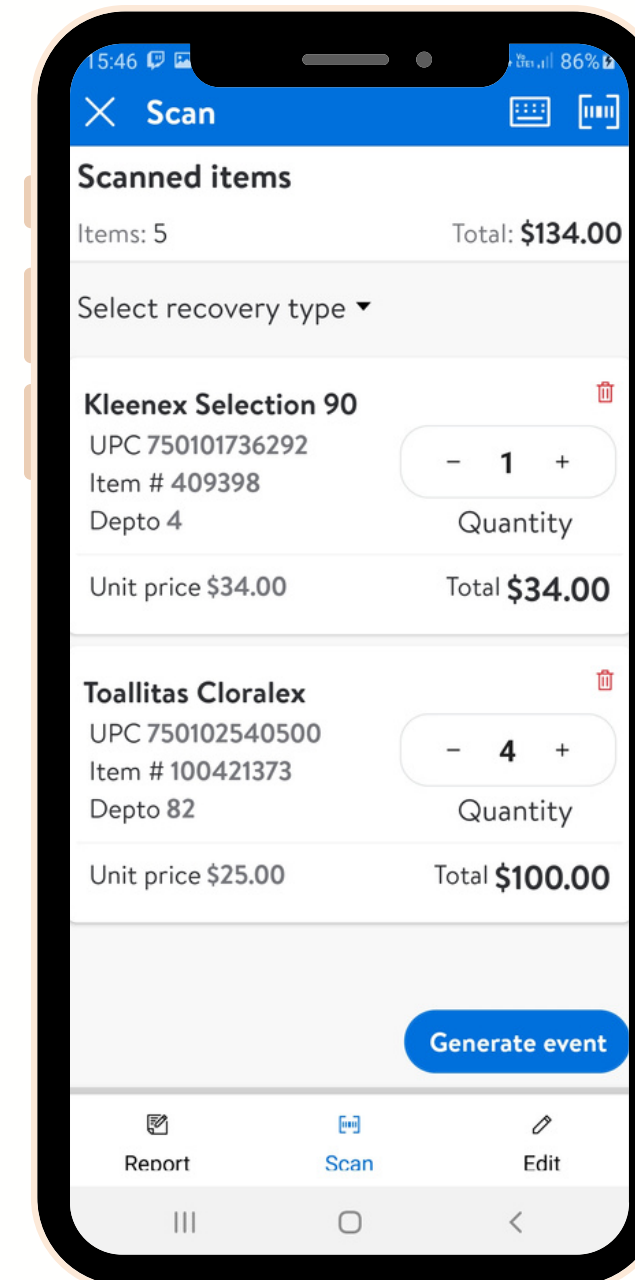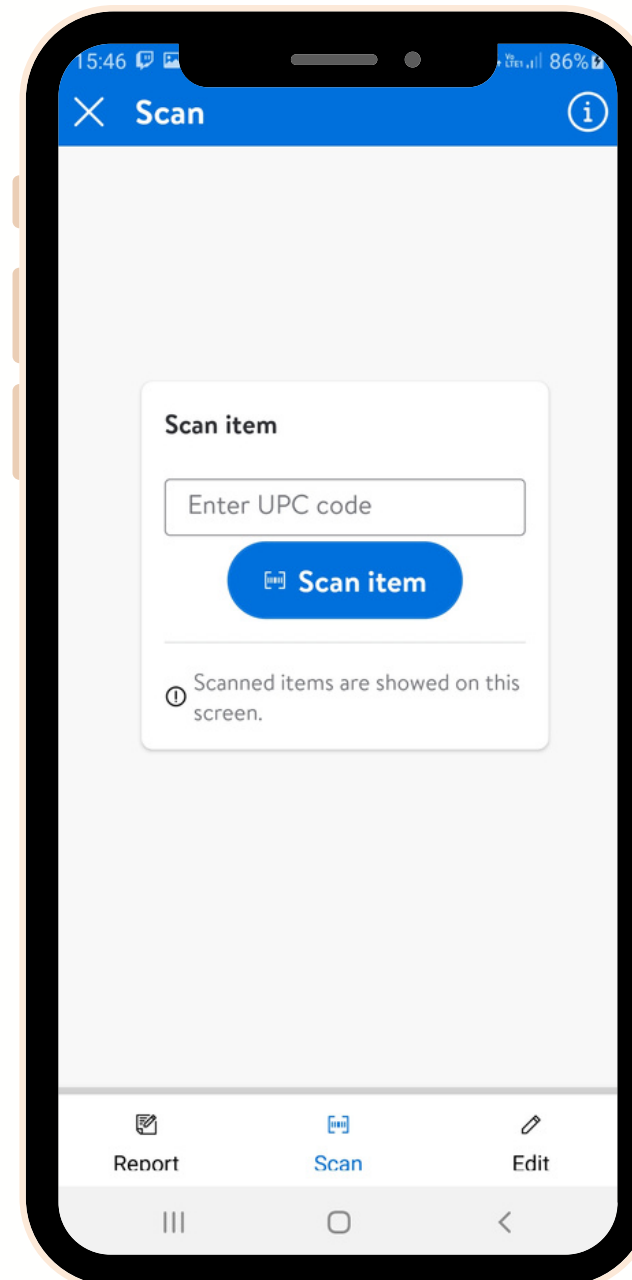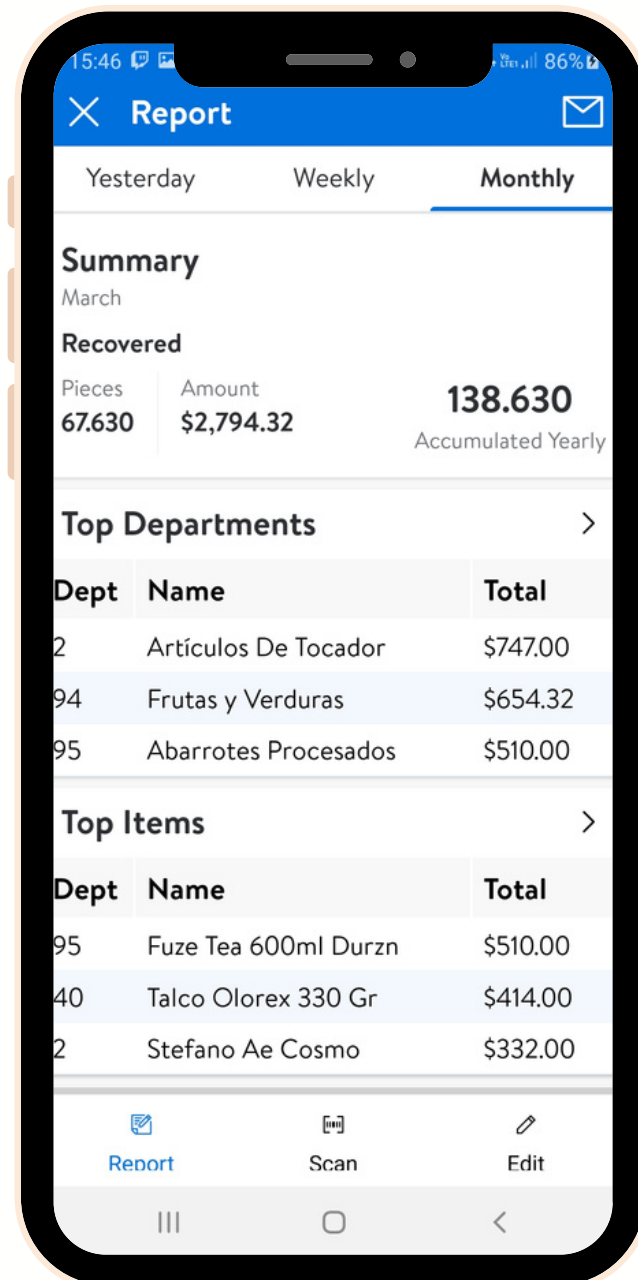
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Store Metric's & Tools

The application shows performance metrics of Walmart shops and clubs. In addition, there are tools to improve the "health" of the shop.

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Bait
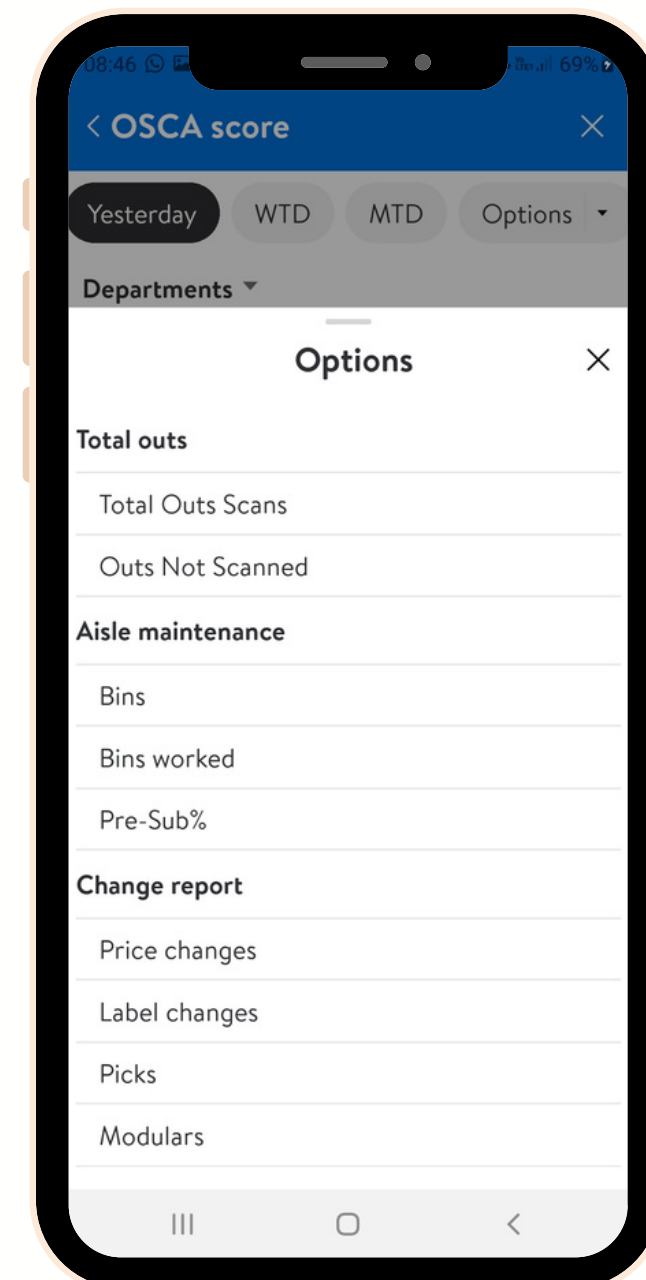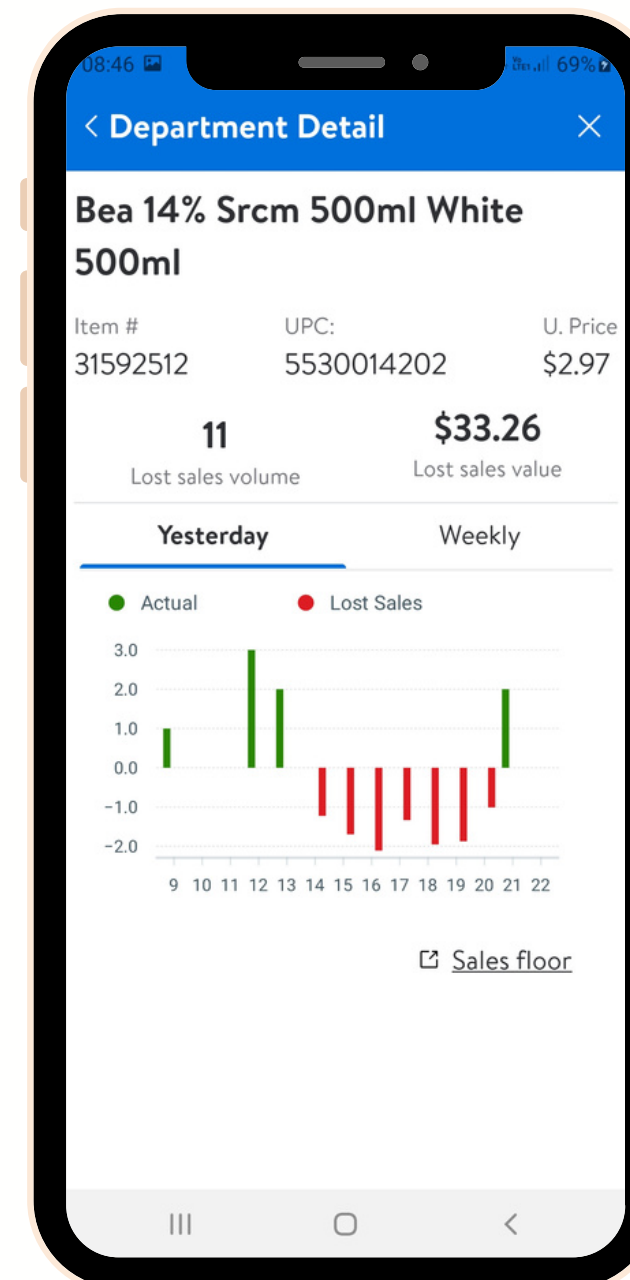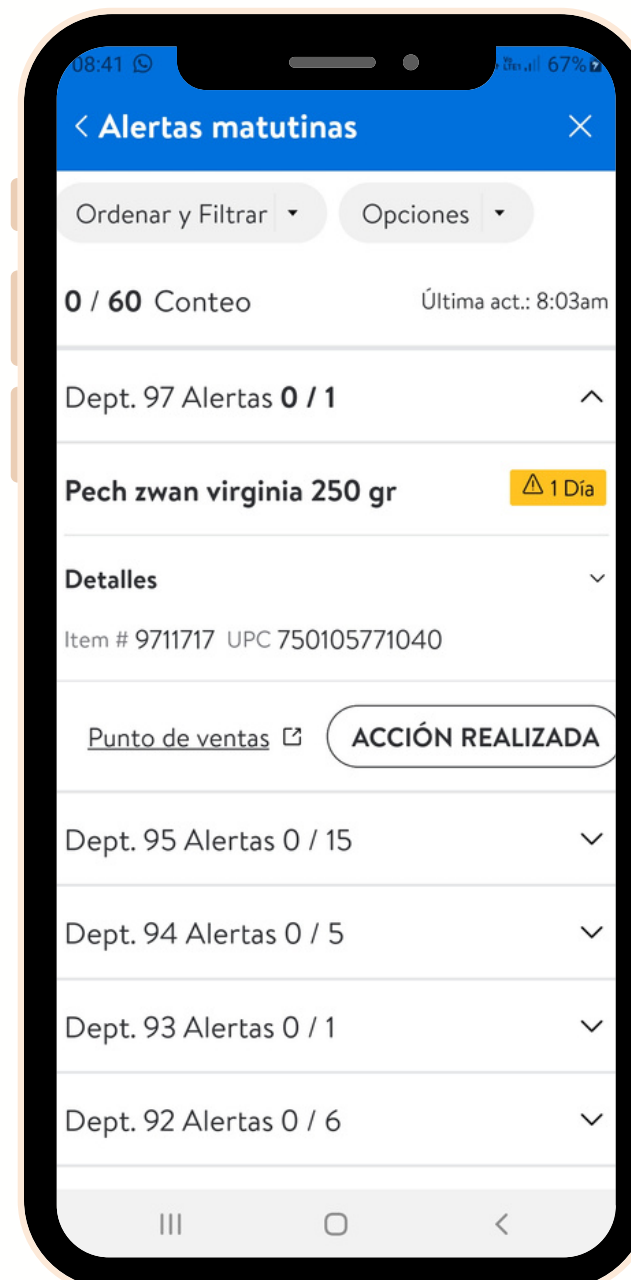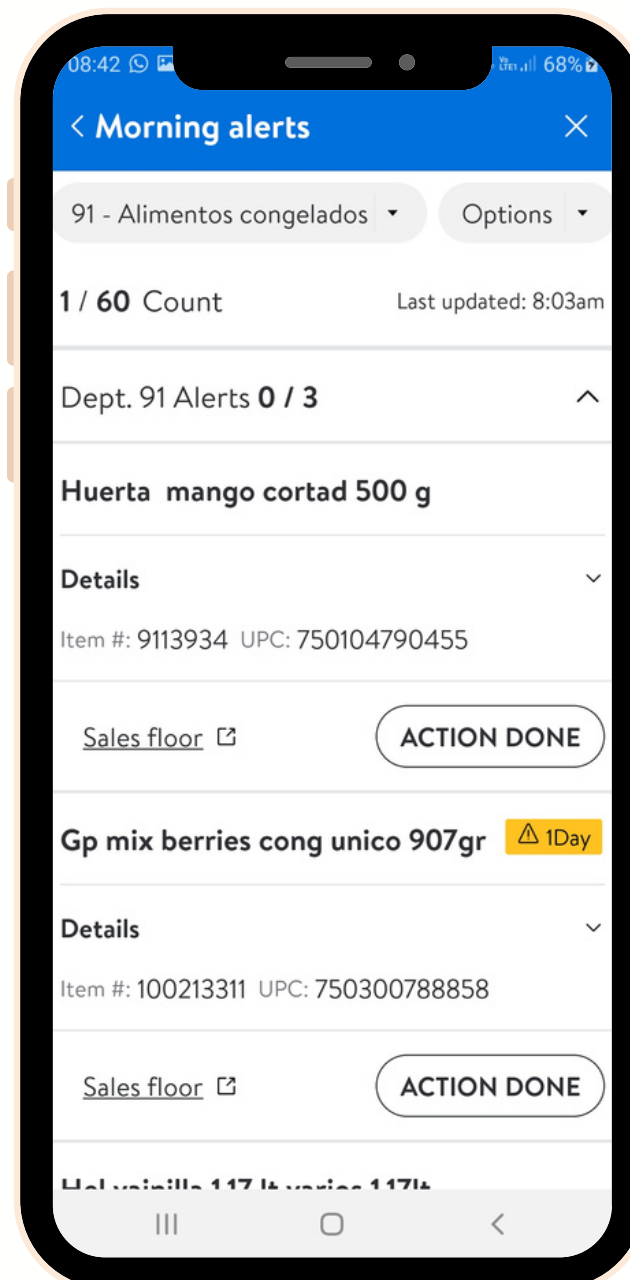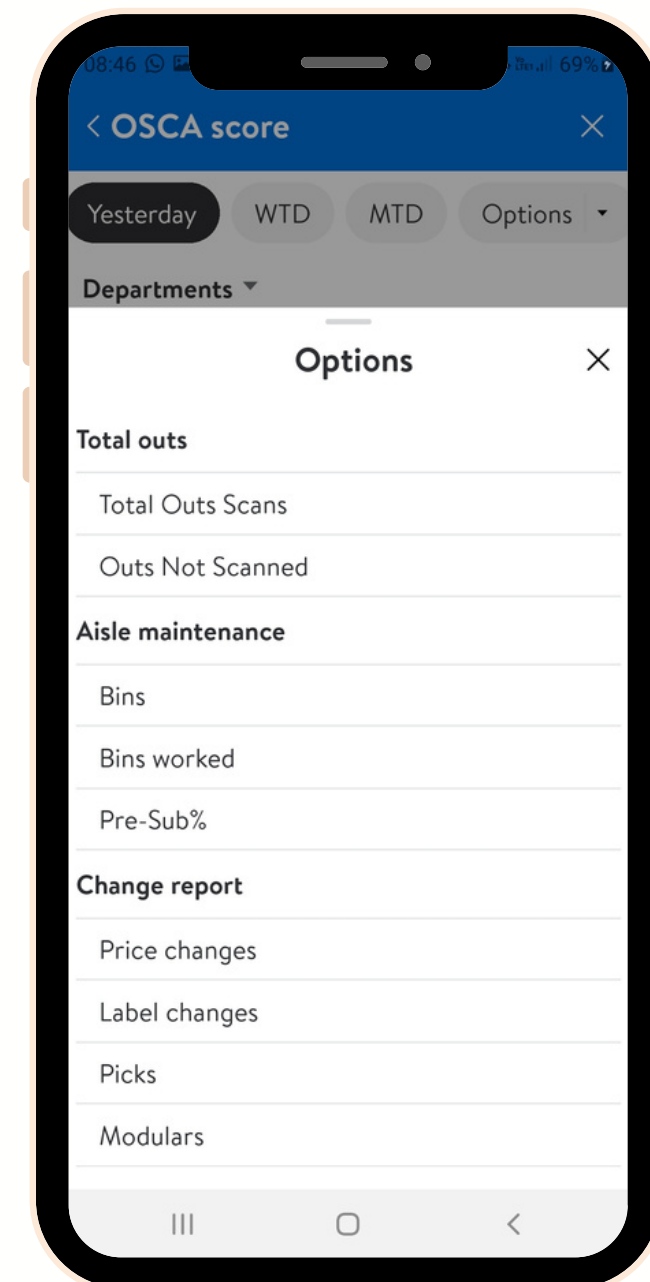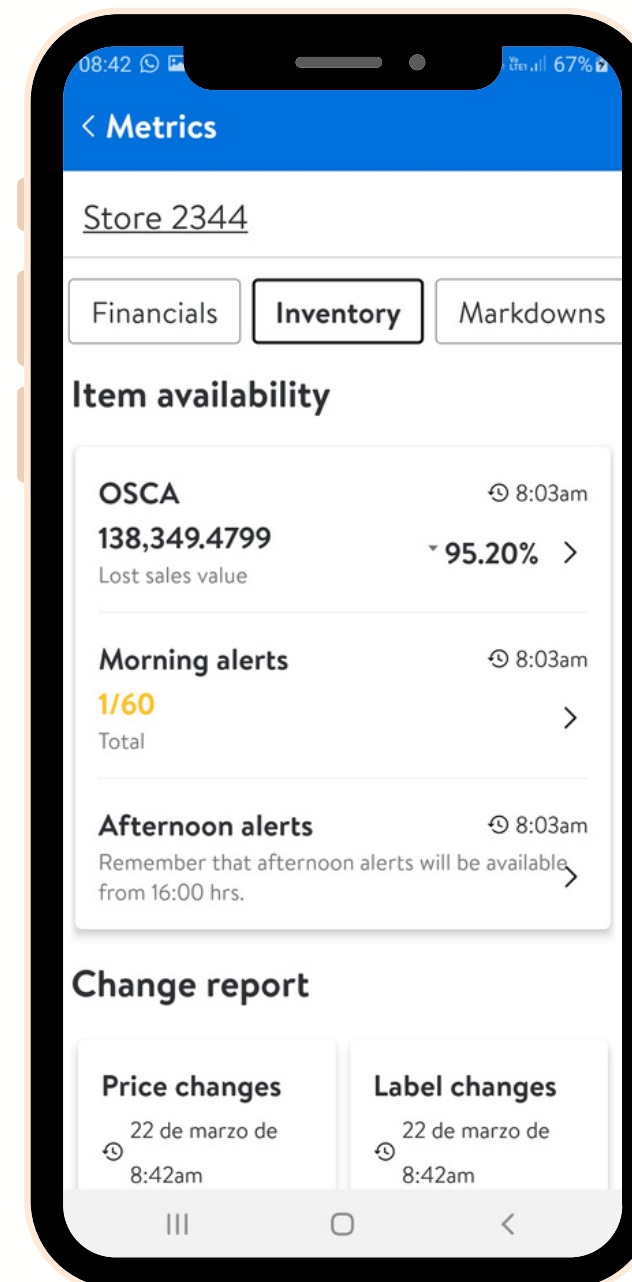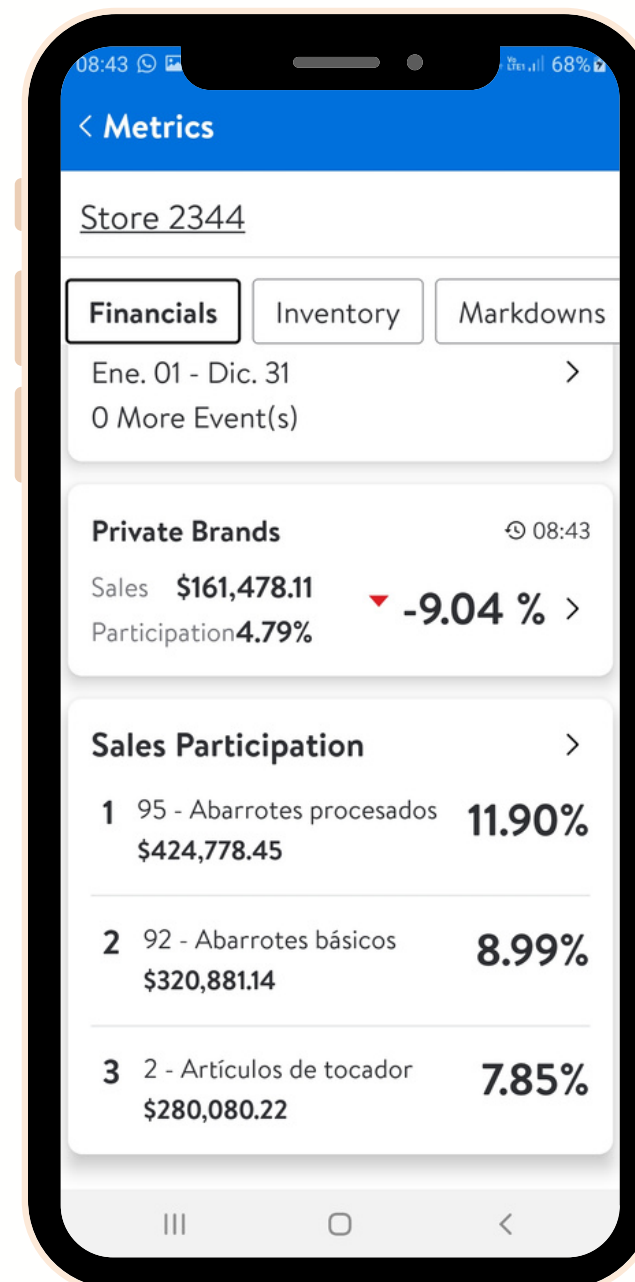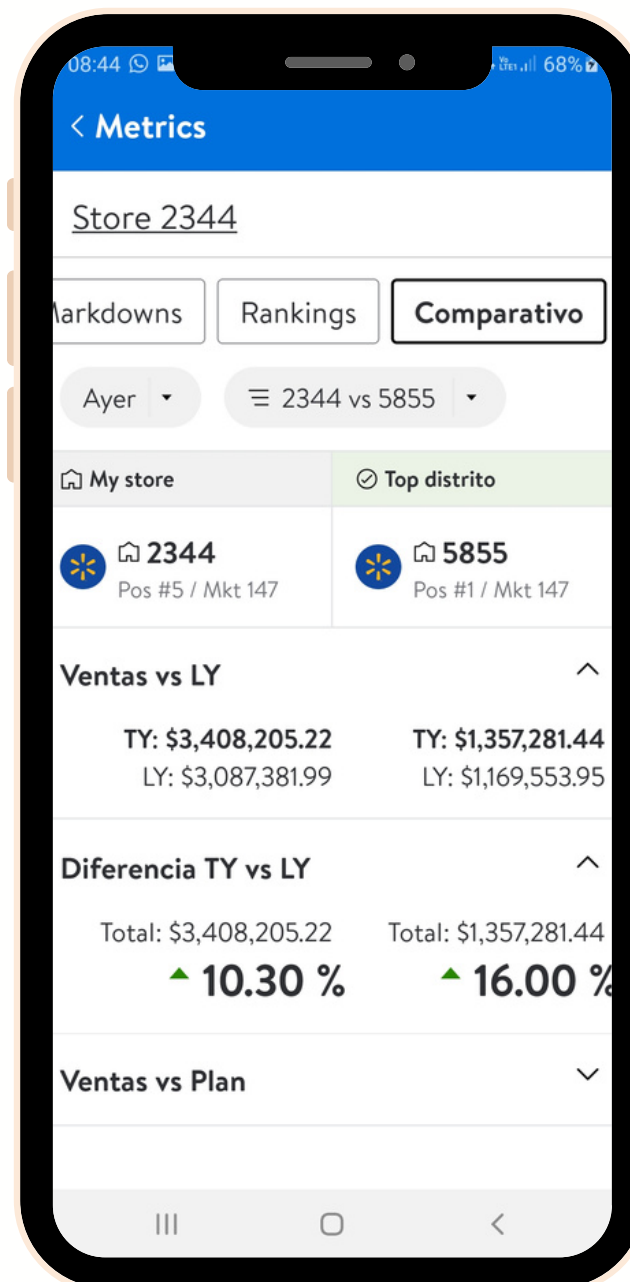
Bait is a mobile operator by walmart, so a widget was created to show the month's metrics.

My Customer

My customer is a mini app within Me@walmart, this mini is only available for MX and CA and shows metrics and data on customer feedback.

Phone 1 - NPS

18:38   43%

< NPS

NPS   ● TY 0% ● LY 0%

72%

69.4%

68.4%

68.3%

68.1%

66.4%

65.8%

0.0%

Sep Oct Nov Dec Jan Feb

▲ **100%**   **Marzo**
Completed   Surveys   1421 / 360

Palancas ⇕   **Contribución NPS ⇕**

Availability of items I usually buy   15.5%

Cleanliness and order in the   0.3%

Phone 2 - Customer experience

16:17   95%

< **Customer experience**

[Last 3 Weeks | ▾] [E-Commerce] [OG Pic]

Order date: Mar 18, 2024 | Fulfillment date: Mar 19, 2024

Took a bit too long coming out (about 7 minutes)

Order date: Mar 18, 2024 | Fulfillment date: Mar 18, 2024

Thr mushrooms I ordered should of been thrown in the garbage. They were not edible and looked disgusting.

Order date: Mar 18, 2024 | Fulfillment date: Mar 18, 2024

Fast.. real fast. Estevan Walmart was out in like a minute flat.

Order date: Mar 17, 2024 | Fulfillment date: Mar 17, 2024

Service was fast and the associate was friendly. Only disappointing thing is out of stock items

Order date: Mar 12, 2024 | Fulfillment date: Mar 13, 2024

Grocery kid was super friendly!!

Order date: Mar 12, 2024 | Fulfillment date: Mar 12, 2024

Things in stock

Phone 3 - Customer experience

16:17   95%

< **Customer experience**

[Last 3 Weeks | ▾] [Store]

Date: Mar 16, 2024

Por la variedad de productos y la calidad de los mismos.

Date: Mar 15, 2024

Very well organized store. Best prices in town. Clean washrooms

Date: Mar 15, 2024

Prices, well organized store

Date: Mar 10, 2024

Sale items

Date: Mar 8, 2024

Very nice cashier

Date: Mar 7, 2024

Good layout of the store easy to find what ever it is you need and very friendly staff and service

Date: Mar 1, 2024

Volkswagen Tracking

An application for internal use at the Volkswagen factory to track internal transport, schedules and how many people are inside the vans.
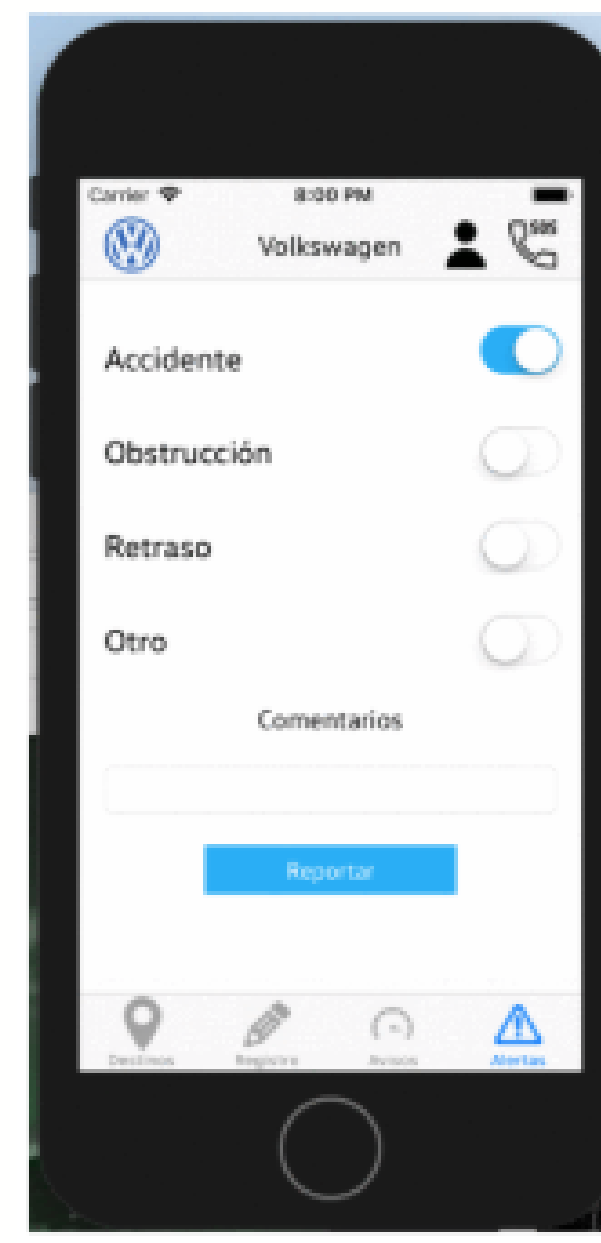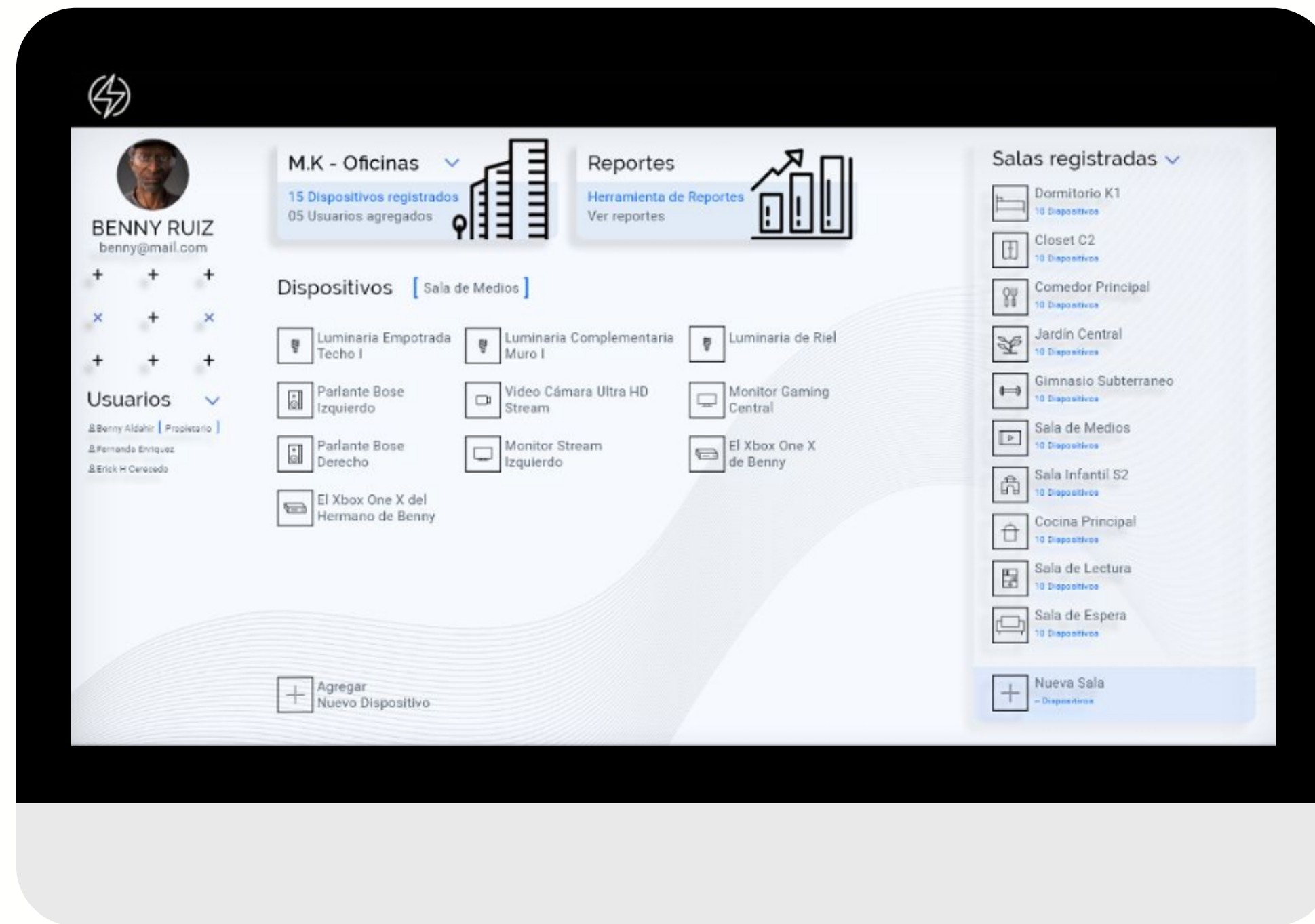
Control of Energy Consumption

It is a web application to keep track and control the devices that use electrical energy in each room/room of a house or other space.

Thank you

Contact Details

Phone : *+52 221 201 55 78*

Address : *Freischützstr. 90, 81927 München (Germany)*

Email : *ferh.enriquez97@gmail.com*