MARILUZ VARGAS

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SUMMARY OF QUALIFICATIONS

- College educated, highly motivated, Software Engineer with experience in web applications.
- Skilled at identifying logical relationships and patterns between ideas.
- Strong ability to understand complex problems and incorporate new information into the troubleshooting processes while multitasking and working under pressure.
- Expertise in project management methodologies and techniques with proven teamwork and influential skills including Agile.
- Focused, dedicated Information Technology & Networking professional with outstanding customer service expertise

TECHNICAL SKILLS

- HTML
- CSS
- JAVASCRIPT
- Express.js
- React.js
- SQL queries
- Git
- Node.js
- MongoDB

TRANSFERABLE SKILLS

- Problem Solving
- Effective Communication
- Collaboration
- Conflict Management
- Multitasking
- Detail Oriented
- Time Management
- Creativity
- Leadership

EDUCATION

Software Engineering Training Program | Per Scholas | Bronx, NY | Remote training   09/2023

**Associate: in Applied Science, Information Technology & Networking
Information Systems and Programming |** DeVry College of New York Grad   04/ 2022

- Invited to join the National Society of Leadership and Success (NSLS) – 2020/2021
- Dean's List (Fall 2021)

PROFESSIONAL EXPERIENCE

***Entry-Level IT Helpdesk Support Specialist, ASK Consulting,* Brooklyn**, NY   05/2022- 08/2023
- Handling customer technical support cases through phone and email submission
- Updating the company website with tech tips and brief documents
- Evaluating system potential through assessing compatibility of new programs with existing programs
- Improving existing programs by evaluating objectives and specifications, reviewing proposed changes, and making recommendations
- Maintaining system functionality by testing computer components
- Achieving computer stem objectives through collecting relevant data, identifying, and evaluating options and suggesting a course of action
- Maintain client confidence by keeping their information confidential
- Preparing reference material for users by drafting operation instructions

***Display Associate*, CVS Health,** Brooklyn, NY   02/2017 – 04/2022
- Utilized inventory tracking system for optimized inventory control procedures.
- Documented daily shipments and deliveries to replenish inventory.
- Properly ordered new supplies avoiding excessive surplus or inefficiencies through the use of software scanners
- Attended to cash register and accepted cash credit, and debit card payments while keeping an eye to detail.
- Managed inventory by creating displays and organized display logistics for stock-outs, returns, and defective products, prioritizing promotional displays.