JEFFREY MARTINEZ

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TECHNICAL KNOWLEDGE AND SKILLS

Languages: Ruby, Python, JavaScript, HTML, CSS, Java, Node, API, Agile Methodology, Software Development Lifecycle, Git
Frameworks/Libraries: Ruby on Rails, React, Next.js, Tailwind CSS, Express.js, Gulp, jQuery, Jakarta, Sinatra, Junit, Sass, Bootstrap, Webpack
Database Management: SQL, MySQL, MongoDB, PostgreSQL, SQLite3, Relational Databases
Applications: Postman, Visual Studio Code, Eclipse, IntelliJ IDEA, Zoom, Lucid Chart, Slack, Canva, Discord, Draw.io, Figma
Technical Support: Customer Support, IT Support, Local Environment Setup, Zendesk Support, Troubleshooting Hardware & Software, JIRA, QA
Additional Skills: Computer Science, Version Control, Pair Programming, Operating Systems (Apple, Microsoft), Kanban, Github, Email Development
Email Development and Marketing: MJML, ConvertKit, Klaviyo, Google Analytics,
Hosting: Netlify, Hostinger, Heroku, Amazon S3

PROFESSIONAL EXPERIENCE

Software Engineering Technical Coach, Flatiron School, New York, NY   05/2021 – 06/2024
- Hosted 43 workshops and fostered a supportive atmosphere at Flatiron School, contributing to a 99% satisfaction rate and resulting over 2500 student enrollments.
- Collaborated with 6000 students through technical support, addressing lesson content, debugging, and programming concepts.
- Developed and managed team documentation, standard operating procedures (SOPs), facilitated new hire onboarding, and conducted interviews for 25 candidates.

Shopify Web Developer, Garment Printer Ink, Hauppauge, NY   12/2021 - 01/2022
- Engineered user-friendly Liquid templates for the company site, enabling rapid updates for new products and features, which saved the content team an average of 10 hours each week on web maintenance tasks.

Restaurant Crew Member, Chipotle Mexican Grill, Uniondale   11/2019 – 12/2021
- Boosted daily sales by 18% by coaching team members on effective upselling techniques, resulting in higher average check values and increased customer satisfaction.
- Implemented a targeted training program that achieved staff productivity by 25%, reduced employee turnover by 10%, and contributed to a 12% increase in overall customer service ratings.

Restaurant General Manager, Taco Bell, Merrick, NY   09/2016 - 08/2019
- Fostered a positive environment for 40 employees and improved retention rates from 80% to 95% through recognition initiatives and targeting coaching.
- Coached 25 shift leads on communication, customer service, and conflict resolution, contributing to a cohesive environment.
- Trained general managers, shift leads, and store employees in safety procedures and customer service, leading to an increase in food safety evaluation pass rates from 85% to 97%.

EDUCATION

Bellevue University, Bellevue, NE
Master of Science in Computer Information Systems,   Expected: 06/2025
Bachelor of Science in Software Development   06/2023

CERTIFICATIONS

In Progress, Product Design Bootcamp, Flatiron School, New York, NY
Software Engineering Bootcamp, Flatiron School, New York, NY   Graduated: 11/2020

TECHNICAL PROJECTS

GuitarStore (Next.js, Node, JSX, React, Tailwind CSS): Github , Developed an e-commerce site for musical instruments featuring a cohesive web design for enhanced user experience.

The Guild Education Replica (Ruby on Rails, PostgreSQL, Bootstrap): Github Live , Built a replica of a Fortune 1000 company's education management application incorporating responsive design and course management features.

Spanish Community Website (Ruby, Ruby on Rails, PostgreSQL): Github Live , Created a web application to distribute parish communications to the Spanish community.

Soccer Promotional Email (HTML, CSS): Live, Designed a replica of a promotional email from Soccer.com, ensuring mirroring the original's layout and design. Implemented responsive elements for optimal display across devices.

Sweetwater Transactional Email (MJML, HTML, CSS): Live, Built a responsive, mobile-friendly transactional email using MJML. Integrated images hosted on AWS S3 for optimized loading and improved rendering times across different devices.

Disney Newsletter Email (MJML, HTML, CSS): Live, Created a responsive newsletter showcasing new services and benefits for Disney Vacation Club members, focusing on clear design and engaging content.

VOLUNTEER EXPERIENCE

Community Leader, St. Kilian's Church, Farmingdale, NY   12/2023 - Current

- Expanded community development and engagement at St. Kilian's Church through diverse events, enhancing technology, participation, and visibility.
- Presented VIRTUS Safe Environment Course to over 50 members, equipping volunteers with knowledge to identify and prevent sexual harassment; feedback indicated a 90% satisfaction rate with the training effectiveness and content.
- Facilitated over 150 member inquiries monthly, providing timely English-Spanish translations for the priest during services, enhancing communication and engagement within the community by 40%.
- Initiated and launched music programs engaging over 100 youth and adults, resulting in increased community participation at local events like the Columbus Day Parade through coordinated activities that attracted diverse audiences.
- Facilitated weekly bulletin updates to communicate community events and celebrations, fostering unity and engagement.