

MARTIN IVAN MONDACA

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GitHub: <https://github.com/martinmondaca>

Portfolio: <https://martinivanmondaca.com/>

SUMMARY

Recent graduate from the University of Arizona Full-Stack Web Development Boot Camp, with 6+ years of work experience in customer service and IT. Aiming to leverage a proven knowledge of React.js, JavaScript, HTML, and responsive web design to successfully fill the Web Developer role at your company. Frequently praised as hard-working, knowledgeable, and team-oriented by my peers, I can be relied upon to help your company achieve its goals. Most recently worked on a four-person team to create a MERN application that helps golfers track their scores. Eager to combine my background in customer service with my technical skills to help your company deliver a best-in-class experience on the web.

SKILLS

- | | | |
|---------------------------|----------------|--------------|
| ▪ Strong communication | ▪ Multitasking | ▪ JavaScript |
| ▪ Critical thinking | ▪ React.js | ▪ HTML/CSS |
| ▪ Complex problem-solving | ▪ Node.js | ▪ MySQL |

PROJECTS

weGOLF

<https://github.com/Brando2147/weGOLF> | <https://wegolf-bmaj.herokuapp.com/>

- A golf score tracking application bootstrapped using React.js. Users can easily track their golf scores using the app and can also see how their golf score compares to other users across the app.
- Responsibilities included front-end development and user authentication.
- Created using MySQL, Express.js, React.js, Node.js, JavaScript, Firebase, Bulma CSS, axios, React Router, and Sequelize.

Collect 'Em All

https://github.com/martinmondaca/Card_Collector | <https://card-collector0.herokuapp.com/>

- An application used to track physical card collections digitally. The application is designed to be a digital DNA of a user's physical card collections.
- Responsibilities included front-end and back-end development.
- Created using MySQL, Express.js, Node.js, JavaScript, Passport.js, and Materialize CSS.

Employee Directory

https://github.com/martinmondaca/Employee_Directory | https://martinmondaca.github.io/Employee_Directory/

- A single-page application that is built using React.js. It generates a random directory of 50 employees that the user can sort by clicking on a specific column.
- Responsible for entire application.
- Created using React.js, Node.js, Bootstrap, Random User Generator API, and axios.

EXPERIENCE

Specimen Accessioner | LabCorp | Phoenix, AZ | Jul 2020 - Dec 2020

Handled all specimens and lab samples in a safe and efficient manner. Entered demographics, transcribed and reviewed all specimen data into laboratory information systems.

- Processed over 100 specimen an hour.
- Digitized upwards of 10,000 documents a day.

Platinum Customer Service Specialist | Macy's | Tempe, AZ | Sep 2019 - Feb 2020

Handled customer questions and inquiries regarding merchandise in a quick, accurate and professional manner. Processed orders and followed up with customers on status and ship dates.

- Achieved average resolution time of under 10 minutes.
- Accomplished an average 4/5 customer satisfaction score.

CX Senior Chat Associate/CX Chat Associate | Freshly | Phoenix, AZ | Jun 2018 - Aug 2019

Provided assistance with maintaining customer accounts and assisted customers with product and service information. Handled payments, financing and refunds within company guidelines.

- Responded to customer chat messages within 60 seconds.
- Successfully handled up to 3 customer web chat interactions at the same time.
- Averaged under 20 minutes when responding to customer emails.

Customer Service Representative | State Farm Bank | Tempe, AZ | Mar 2017 - Mar 2018

Assisted customers with their bank products in a friendly, positive, and professional manner. Informed reps and clients by explaining procedures, answering questions and providing information.

- Achieved average resolution time of under 10 minutes.
- Successfully handled upwards of 50 calls per day.

Lead of Service/Cashier | Forever 21 | Peoria, AZ | Sep 2015 - Mar 2017

Supported the success of all operational functions in the store. Including the customer service experience, cash handling, and driving of sales, productivity, and operational excellence from employees.

- Successfully managed up to 25 employees including cashiers, sales associates, and fitting room attendants.
- Conducted group interviews with up to 10 candidates at a time.

IT Desktop Technician | Grand Canyon University | Phoenix, AZ | Apr 2014 - Aug 2015

Troubleshooted and fixed Windows OS and Microsoft applications. Provided support, guidance and training on function and usability of business applications.

- Achieved above 90% average quality satisfaction.
- Achieved average resolution time of under 10 minutes.

EDUCATION

Full Stack Web Development Certificate | University of Arizona | Tucson, AZ | May 2021

- A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, JavaScript, jQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.

No Degree | Grand Canyon University | Phoenix, AZ

- Completed courses in biology, chemistry, physics, and mathematics.