

Norma Cruz

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Portfolio: <https://thawing-taiga-00991.herokuapp.com>

SUMMARY

Full Stack Web Developer with a background in Sales through customer service and life-long dedication to learning. Effective at combining creativity and problem solving to develop user-friendly applications. Known among fellow team members for strong wit and attention to detail no matter the complexity of the project.

TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript, Node.js, React, Express, MongoDB.

Tools: GitHub, Heroku, Mongo Atlas, Visual Studio, PostMan, Insomnia, MySQL, Firebase.

PROJECTS

DevMeet | <https://github.com/nbmc1991/dev-meet> | <https://dry-earth-02089.herokuapp.com>

Summary: DevMeet is a social media platform made specifically with developers in mind. In DevMeet, developers can sort which type of developers they get to swipe through by checking off from a list of search options

Role: Back-end designer

Tools: MERN stack

ReactiveEmployees | <https://github.com/nbmc1991/reactive-employees> | <https://glacial-springs-25709.herokuapp.com/>

Summary: Reactive employees is an app with employers in mind. In Reactive Employees, employers can search for specific employee details.

Role: Front-end and Back-end

Tools: HTML, React, JavaScript, MongoDB, and CSS.

Always Budget Tracker | <https://github.com/nbmc1991/alwaysBudgetTracking> | <https://fathomless-reaches-63650.herokuapp.com/>

Summary: Always Budget Tracking is an application with everyone in mind. ABT will help all users to better track their spending by allowing users to enter their income and their expenses. ABT has built in draphs to give visual representation of their spending.Role: Front and Back-end designer.

Tools: HTML, JavaScript, MongoDB, CSS, and GraphQL.

EXPERIENCE

Prime Taxes, Orlando, FL - *Operations Manager*

MAR 2018 - MAY 2021

Key Achievements:

- Generate revenue by coaching on effective prospecting and lead development strategies
- Consistently meet or exceed gross profit goals
- Responsible for the effective and successful management of labor, productivity, quality control.

Enterprise Holdings, Orlando, FL - *Sales Agent*

JAN 2014 - MAR 2020

Key Achievements:

- Served international customers by upselling products and meeting customer needs
- Continuously showed strong communication, critical thinking, and intrapersonal skills
- Maintained professional and technical knowledge by attending educational workshops

Taverna Opa, Orlando, FL - *Lead Service Provider*

DEC 2010 - JAN 2014

Key Achievements:

- Directed a team of 11 customer service associates to provide outstanding service to clients and increase repeat business
- Increased sales of products through effective relationship building
- Held monthly employee meetings to give information, take feedback and provide updated training.

Education

SEP 2020 - MAR 2021

Certificate in Full Stack Web Development:UCF, Orlando, FL

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.

Seminole State College: Orlando, FL-Associate degree in Human Psychology.