

Jordan Pletzer

2-165 Fifth Ave. West, North Bay, ON, P1B 3N4

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<https://www.linkedin.com/in/jordan-pletzer-47b5bb166/> | <https://github.com/pletzjd> |

Portfolio: <https://pletzjd.github.io/React-Portfolio>

Professional Summary:

Full Stack Web Developer with a background in engineering and a thirst to expand my knowledge. Effective at breaking down problems and to tackle them in more manageable chunks. Known among team members for maintaining a calm demeanor in high stress situations and a willingness to collaborate when a team member needs help working through a problem.

Core Competencies:

- Bilingual Communication (Advanced English/ Intermediate French)
 - Customer Account Management
 - Technical Troubleshooting
 - Effective Problem-Solving
 - Inventory Management
 - Team Collaboration
 - Attention to Detail
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Technical Skills:

- HTML, CSS, JavaScript
 - SQL, NoSQL, MySQL, MongoDB
 - GitHub
 - Node, Express, React
 - jQuery, Bootstrap, Handlebars
 - Heroku, Render
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Professional Experience:

Chemical Technician GFL (formerly Terrapure Environmental)

July 2019 – August 2022

- Sorted and managed household and laboratory chemical waste, ensuring proper disposal and compliance with regulations.
- Conducted tests on unlabelled or mislabeled chemicals to ensure accurate identification and safe handling.
- Maintained inventory systems and responded to chemical spills and reactions, ensuring a safe working environment.

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Professional Experience (cont.):

Ramp Attendant *Maratech Aviation/Executive Aviation, North Bay, ON*

April 2015 – August 2017

- Conducted daily equipment inspections to ensure operational readiness and safety.
- Managed the cleaning and preparation of aircraft for flights, including overnight stays.
- Coordinated the loading and unloading of baggage and cargo, and delivered delayed baggage to passengers' homes.
- Ensured seamless aircraft marshalling and ground support, maintaining punctual flight schedules.

Bilingual Customer Service Representative *OLS/HGS Canada*

April 2012 – August 2012

- Assisted customers with account changes, billing inquiries, and technical troubleshooting for cell phone issues.
- Maintained clear and effective communication to ensure customer satisfaction and retention.
- Demonstrated ability to resolve issues quickly and efficiently, contributing to high customer satisfaction scores.

Education:

Certificate in Full Stack Web Development

University of Toronto School of Continuing Studies

Toronto, ON

Bachelor of Engineering in Chemical Engineering

McMaster University

Hamilton, ON

Languages:

- English (Advanced)
- French (Intermediate)