Jordan Pletzer

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Summary

Customer-focused professional with experience in chemical processing and aviation support. Strong problem-solving skills, technical troubleshooting abilities and attention to detail. Adept at process optimization and inventory management. **Bilingual** in English and French, dedicated to optimizing efficiency and fostering collaboration in fast-paced settings.

Professional Experience

Chemical Technician   **2019 – 2022**
GFL *(formerly Terrapure Environmental)*
- Processed and managed household and laboratory hazardous waste, ensuring **100%** compliance with company policies
- Conducted **50,000+** chemical reactivity tests, preventing potential hazards and ensuring proper disposal
- Performed accurate inventory tracking of hazardous materials
- Respond to emergency chemical spill or reactions
- Trained and mentored **7** junior techs, enhanced team productivity and reduced onboarding time

Ramp Attendant   **2015 – 2017**
Executive Aviation *(formerly Maratech Aviation)*
- Performed over **450** aircraft inspections to ensure operational readiness and safety, ensuring a **95%** on-time departure rate and reducing safety incidents
- Provided ground support for over **600 flights**, contributing to streamlined operations and customer satisfaction
- Performed 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
- Trained and mentored **3** new ramp attendants, improving onboarding efficiency and team performance

Bilingual Customer Service Representative   **2012**
HGS Canada *(formerly OLS)*
- Bilingual customer support, enhancing service accessibility and retention for both English and French-speaking customers
- Maintained an average call duration below 12 minutes and an average After Call Waiting below 20 seconds

Education and Certifications

- **Bachelor of Engineering (Chemical Engineering)**
  McMaster University
- **Full Stack Web Development Certification**
  University of Toronto

Technical Skills

- **Front End Development**: HTML, CSS, JavaScript, jQuery, Bootstrap, REACT
- **Back-End & Database Management**: Node, Express, MySQL, MongoDB, Sequelize, Apollo,
- **Version Control & Development Tools**: GitHub, Git, CI/CD Pipelines