WILLIAM RAMOS ROSARIO

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SUMMARY

Full Stack Developer leveraging background in Office Administration to provide unique perspectives on technical development competences. Earning a certificate in Full Stack Web Development from the University of Toronto's Coding Boot Camp.

TECHNICAL SKILLS

Technologies/ Languages: HTML5, CSS3, JavaScript ES6+, C++ (basic knowledge)
Frameworks/Term: SQL, GitHub, MongoDB, React, Express, Node, JQuery, Bootstrap, Agile

EXPERIENCE

Customer Service Representative(CSR): Belron Canada   **2022-2022**, Mississauga, ON

Communicated tactfully through several forms; such as telephone, email, and in-person to handle client objections by providing effective results through critical thinking practices, this ensured client satisfaction. Operated the AS400 software skillfully in order to complete the administration required to make the service centre's run seamlessly. Added value to boost the distribution centre's overall operation by providing feedback and implementing effective processes.

Key Accomplishment:

- *Played a key role in the growth of positive feedback. Google reviews moved from negative to positive during my term.*

Material Handler/ CSR: Belron Canada   **2021-2022**, Saskatoon, SK

Responsible for the merchandise at the distribution centre, over 2000 items were on a frequent rotation. Established a system of screening, verification, and organization for each item. Packaged and arranged the shipping for the warehouse. Began the training for the customer service role by learning the AS400 system in depth and assisted with customer complaints.

Key Accomplishment:

- *Was so successful in my role that when I moved back to Toronto, the company created space and promoted me to a full-time customer service representative.*

EDUCATION

Full Stack Web Development Certificate: *University of Toronto, Toronto, ON*
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, and ReactJS.

CS50's Introduction to Computer Science Certificate: *HarvardX, Online - ongoing*
A self pacing program that provides an introduction to computer science and the art of programming. The purpose is to set a foundation on how to think algorithmically and solve problems efficiently.

Transition Year Program: *York University, Toronto, ON*
A full-time program that provides access to a combination of university courses and workshops to bridge a student's prior experience, level of education and the formal educational program.