

Charlie Romero

About Me

Versatile Software Engineer with a diverse background in Information Technology and Customer Success that combines my passion for technology . In my previous career I worked at SaaS companies where I honed my skills in problem-solving, attention to detail, and project management . With a solid foundation in IT, I transitioned into software engineering, bringing transferable skills driven to develop innovative software that is scalable and sustainable over time and meets the consumer demand. My goal is to leverage these skills to develop websites and apps that have a daily impact on users' lives.

Skills

JavaScript, React.js, Vanilla Javascript, JQuery, Python 3, HTML5, CSS3, SASS, Bootstrap, Styled-Components, Materialize, Trello, SQLite, MySQL, Heroku, PostgreSQL,, Canvas, Express, Node.js, MongoDB, Mongoose, Git, GitHub, Microsoft Office(Word, Excel, PowerPoint, etc.)

Software Development Projects

AUGUST 2023 - PRESENT

Pawfinity - [Github](#) | [App](#)

- Designed and developed a MERN stack application, Pawfinity, focused on streamlining the user experience for managing orders in a pet store setting.App
- Created dynamic and user-friendly interfaces using React, HTML, and CSS, providing an intuitive platform for users to create, view, and delete orders.
- Constructed a resilient Express and Node.js backend, integrating MongoDB to securely store and manage order details.
- Implemented RESTful API calls to facilitate seamless communication between the frontend and backend, optimizing the order management process.
- Leveraged Vite for swift development and efficient module handling, streamlining the project structure and enhancing collaboration.
- Utilized CORS to facilitate secure communication between two repositories, ensuring seamless data exchange and a cohesive user experience.

TrailTrekker - [Github](#) | [App](#)

- Pair programmed a full-stack application facilitating the organization of trails and hikes for users.
- Implemented RESTful API fetch calls to the Django, PostgreSQL, and AWS backend, managing all CRUD operations, and conducted thorough testing of backend routes during development.
- Utilized Python for efficient model creation and route handling.
- Crafted visually appealing and user-friendly interfaces using Materialize, HTML5, and CSS3.

VgTracker - [Github](#) | [App](#)

- Engineered a video game tracker application enabling users to curate a personalized list of games for future purchase and play.
- Implemented Javascript methods and functions for optimal interaction with the Express, MongoDB, and Node.js backend, establishing a RESTful API.
- Planned the application's UI design through wireframing using Figma, ensuring a seamless and user-centric experience.
- Demonstrated version control proficiency through frequent commits using Git throughout the application's production.

Simon - [Github](#) | [App](#)

- Developed an engaging online Simon game application utilizing embedded Javascript, Vanilla Javascript, CSS3, and HTML5, with efficient use of partials for visual organization.
- Planned the UI design through wireframing using Figma, ensuring an intuitive and visually pleasing experience.
- Demonstrated version control expertise by utilizing Git throughout the application's production cycle, ensuring collaborative development and reliable deployment.

Professional Experience

Crayon - *Operations Specialist*

SEPTEMBER 2021 - APRIL 2023

- Developed expertise in the Crayons platform, mastering the mapping, maintenance, and construction of digital footprints for 1 to 25 competitors per customer account. Automated footprint processes through List Extraction and/or RSS, ensuring timely delivery of crucial data to customers.
- Utilized Airtable to manage workflows and consistently maintained quality assurance for over 80 customer accounts weekly, ensuring the accurate and valuable delivery of information.
- Fostered collaboration with cross-functional teams (CSM, Analyst, Marketing, and Engineering) to identify and address systemic technical issues, enhancing communication and minimizing downtime across departments.
- Engaged with Product and Engineering teams to automate processes and brainstorm improvements to enhance the value of Crayons products.

JP Morgan & Chase - *Associate Banker*

APRIL 2021 - AUGUST 2021

- Ensured accurate and efficient completion of financial transactions, adhering to policies, procedures, and banking regulations.
- Demonstrated robust customer service skills, promoting consumer-bank focused products and services, and proactively educating 20-30 clients daily on available access channels.
- Cultivated customer relationships, guiding them in utilizing self-service options for their banking needs and connecting them with appropriate team members for specialized assistance.

Hubspot - *Help Desk Specialist*

JULY 2019 - JULY 2020

- Orchestrated high profile events, including Quarterly Meetings, Conferences, and Webinars seamlessly executed in both physical event spaces and through Zoom and Livestream platforms.
- Prepared and ensured readiness of conference rooms, and check-in kiosks, catering to the needs of over 300+ Employees.
- Demonstrated effective problem-solving by efficiently managing and resolving issues through a ticketing system, ensuring minimal disruptions.
- Successfully executed and completed projects using Jira, maintaining a proactive and organized approach to project management.
- Executed computer imaging, proficiently generating and overseeing system snapshots to guarantee data integrity, streamlined backups, and an efficient system recovery process.

EDUCATION

General Assembly

AUGUST 2023 - OCTOBER 2023

Software Engineering Immersive

- 12-week long 500 hours full-time and full-stack web development program conducted in a remote setting, providing experience with the latest front- and back-end programming languages, tools, and methodologies including HTML, CSS, SASS, JavaScript, Node.JS, React.JS, MongoDB, Mongoose, SQL, Python, and Django.
- Completing in-class projects and personal projects focused on the real-world applications of web development principles and best practices.

Year Up

JANUARY 2019 - FEBRUARY 2020

Information Technology

- One-year career-development program comprised of college-level courses, professional training, and a six month internship in Information Technology
- Coursework includes: Computer Hardware, Computer Applications, Computer Networks, Business Communications, Customer Service