

Surely Sanchez

Full Stack Software Engineer

CONTACT/ SOCIAL MEDIA

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🔗 github.com/surysanchez

📁 Portfolio

<https://surysanchez.github.io/surysanchezportfolio/>

EXPERIENCE

Sushi Bombs — *Sushi Chef/Server*

June 2023 - Present

- Collaborate with the culinary team to create diverse sushi dishes, leveraging Japanese cuisine for a 30% boost in repeat customers.
- Maintain an accurate inventory of ingredients and supplies, resulting in a 8% reduction in costs.
- Identify customer concerns through clear communication and leadership, resulting in a 30% decrease in escalated complaints and a 15% increase in customer retention.
- Optimized customer experience through tailored recommendations, resulting in a 25% improvement in average order value and enhanced customer satisfaction ratings.

General Assembly — *Software Engineering Apprentice*

March 2023 - June 2023

- Mastered programming languages, databases, front-end and back-end applications, and data structures through completion of an immersive online program, acquiring comprehensive web development knowledge.
- Developed and deployed 4 functional web applications, both individually and in group settings within tight 5-day deadlines.
- Enhanced technical expertise through hands-on projects, resulting in a growth mindset and a 25% boost in efficiency and effectiveness.

Fl Homes Realty & Mortgage — *Real Estate Agent*

July 2022 - January 2023

- Spearheaded the implementation of strategic negotiation tactics, yielding a remarkable 28% improvement in customer sales prices and driving a substantial 30% increase in cross-functional team collaboration.
- Implemented CRM, FormSimplicity, Trello, and Google Spreadsheets to provide personalized support to clients, resulting in a 15% growth in repeat business.
- Directed communication using applications like Zoom, Slack, and Google Meet to collaborate with clients and colleagues seamlessly.

Elite Ocean View Realty — *Sales Customer Service Representative*

December 2021 - June 2022

- Memorized in-depth knowledge of the company's products and services, and how to address customer needs.
- Enhanced data accuracy by streamlining the customer records database, reducing duplicate entries by 30%.
- Streamlined customer support operations by implementing efficient triaging and proactive techniques, resulting in the resolution of 100+ customer issues and inquiries weekly with a 95% satisfaction rate; achieved a 25% reduction in resolution time.

TECH SKILLS

- HTML
- CSS
- JavaScript
- Python
- React
- Nodejs
- Express
- Django
- MongoDB(Mongoose)
- SQL Database
- Tailwind
- Bootstrap
- AWS
- RESTful APIs

SKILLS

- Learning Agility
- Data Analysis
- Cross-Functional Collaboration
- Agile and Project Management
- Networking
- Team and Stakeholder Communication

LANGUAGES

- English
- Spanish

EDUCATION

- **General Assembly - Full Stack Software Immersive**
March 2023 - June 2023
 - 500+ hours course program
- **Udemy - MERN Infrastructure**
August 2023 - November 2023
 - 12+ hours course
- **Department of Business & Professional Regulation - Real Estate Sales Associates License**
October 2021 - December 2023