

PATRICIO GUERRA

WEB DEVELOPER

EXPERIENCE

Manager, Retail Technologies | Lush Fresh Handmade Cosmetics

SEPT 2011 - PRESENT, VANCOUVER, BC

- Spearheaded the design, launch, end user training, and development of the Buy Online Pickup In-store, Endless Aisle, and Virtual Consultation programs.
- Investigated new technology innovation in the retail space and was responsible for running small scale tests of software and hardware to identify feasibility for the business.
- Executed cross system automation for various manual processes through Microsoft's Power Platform, SQL, SharePoint, and Dynamics AX
- Authored user training and facilitated support on Microsoft Dynamics AX 2012 ERP system for both Retail and S&A departments.

Back Office Support & Customer Service Desk | PriceSmart Foods

NOV 2010 – SEPT 2011 , BURNABY, BC

- Verified product pricing updates for, signage, and pricing software for scales and registers.
- Resolved customer concerns and provided support for store's service desk.

EDUCATION

BrainStation | Diploma Candidate, Web Development

JUN 2020 - SEPT 2020, VANCOUVER, BC

BCIT | Diploma Candidate, Computer Systems

MAY 2018 – IN PROGRESS, VANCOUVER, BC

Projected Completion 2022

Lighthouse Labs | Certificate, Introduction to Web Development

AUG 2019, VANCOUVER, BC

CompTIA | Certificate, CompTIA A+

JUN 2018, VANCOUVER, BC

Credential ID: MCZQ792HEGF41DCB

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github.com/PatricioNG

SKILLS

JavaScript, React.js, Node.js, Express.js, MySQL, CSS/HTML, SCSS, Heroku, GitHub, Microsoft Dynamics AX, Microsoft Office Suite, Power Automate, PowerApps, Adobe InDesign

PROFILE

As a technologist with a strong background in customer service, I'm seeking the next technical challenge that both takes me outside of my comfort zone, and allows me to deliver tactical solutions to my client group. With years of retail and customer experience under my belt, creative and critical thinking is at the forefront of every decision, and my focus is always to deliver the best product that suits the customer's needs.