

Dean Diaz

SOFTWARE DEVELOPER

dean.diaz001@gmail.com

289-314-4644

[linkedin.com/in/dean-diaz](https://www.linkedin.com/in/dean-diaz)

github.com/diazd01

PROFILE

I am entering the software development field because I am passionate about technology and am an avid learner. I have educational experience in various computer programming languages and technologies, as well as problem-solving abilities and communication skills established from previous work experiences. I look forward to applying my creative problem-solving skills towards building software that addresses customers' unique needs.

SKILLS

JavaScript, HTML, CSS, Node, React, Express, MySQL, Agile Development, Document Object Model (DOM), Web APIs, User Authentication, OAuth, Heroku, GitHub, Jest, Java, Windows Server 2012

EXPERIENCE

Customer Service Specialist | Affinity Global (Rogers portfolio)

JAN 2020 - JULY 2021, MARKHAM, ON

- Built customer loyalty through outstanding customer service; seamlessly resolved concerns by identifying issues and advising optimal solutions for Rogers Communications' clientele.
- Illustrated POS standards and efficiently implemented clients' requests in a fast paced environment.
- Attained and maintained KPI metrics in the 80% - 90%+ range consistently through chat and phone platforms. In turn, I earned the top scorecard on a monthly basis within my team.
- Individually recognized as one of the top employees in the company due to my effectiveness in exceeding business objectives.

Material Handler | FedEx

JUNE 2017 - DEC 2019, MARKHAM, ON

- Worked effectively with coworkers and communicated in a team-oriented manner to achieve the successful transfer of goods in order to sustain the company's goals.

EDUCATION

BrainStation | Diploma Candidate, Web Development

SEPT 2021 - DEC 2021, TORONTO, ON

Durham College | Computer Foundations

SEPT 2016 - 2018, OSHAWA, ON

- Awarded College Honour Roll by attaining a 4.0 GPA.
- Relevant courses completed: *Programming, Databases, Linux, Object Oriented Programming, Web Development Fundamentals*

PROJECTS

TottoHauz (<https://tottohauz.com/>) | Developer & Designer

2020

A website for a home and work renovation company.

Weather App (<https://diazd01.github.io/weather-app/>) | Developer

2021

Project developed with another developer during a 24 hackathon.

Industry Project

(<https://github.com/diazd01/robinhood-hackathon>) | Developer

2021

Worked with UX designers and a developer; created a website and presented the solution to the *Robinhood* team during a 24 hour hackathon.