LORENZO MENDOZA

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https://doza.netlify.app/   https://github.com/LorenzoMendoza/

Professional Summary

3 years in the customer service industry, with the ability to identify industry trends and create meaningful interactions. A Software Engineer graduate with experience in full-stack and blockchain development. A problem solver who values collaboration and sound insights. Ability to anticipate and familiarize self constantly with emerging technologies.

Skills

- JavaScript (ReactJS, NodeJS), Solidity, SQL, HTML, CSS (Tailwind), Git, Linux (Ubuntu)
- Familiar with manual and automated testing principles.
- Technical competence using software programs, including, Microsoft Office Suite, Google Suit, MS Office/Teams
- Clear and concise communicator in both verbal and written mediums
- Identify industry trends and issues by collecting and analyzing data
- Ability to work independently, while being a productive member of the team
- Proactivity regarding learning, knowledge sharing and personal development
- Passion for problem solving and providing support

Work Experience

Canadian Tire
E-Commerce Associate
2014 - 2015
Toronto, ON CA

- Manage and process over 100 hundred online orders in a day
- Respond to an average of 20-30 inbound/outbound phone a calls per day managing customer concerns and inquiries
- Operate on Canadian Tire order system and use employee-facing device to communicate with inventory and management system
- Accurately verify product quantity, description and price
- Securely package and ship orders to send out to customers
- Organize and prepare high volume online order documentation

Four Seasons Resorts
Food and Beverage Assistant
2018-2019
Vail, CO USA

- Lead person for handling Out-of-Bounds events
- Handle hundreds of covers efficiently as an Assistant Server
- Train as food runner for multiple outlets within the property
- Front line in customer service operations - Pool Server and Host
- Handled hundreds of covers as a Pool Server

Projects

NFT Marketplace
2022

- A multi page
- Built using ReactJS for the frontend and Solidity to create smart contracts
- Styled with Tailwind CSS
- Developed unit tests with Chai

Live Chat Application
2022

- Built with ReactJS and Socket IO and styled with CSS
- A single page web application that allows users to enter a chat room and send and receive messages in real time

Personal Portfolio Site
2022

- A fully responsive single page website to showcase my work as a frontend and blockchain developer
- Built using ReactJS and styled with Modern CSS using Tailwind CSS

Education

Centennial College
January 2021 - April 2022

- Software Engineering Technician

De La Salle College of St. Benilde
May 2015 - May 2019

- Bachelor of Science in Hotel Restaurant and Institutional Management major in Hospitality Management