

Nicholas Ortiz

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CURRENT ADDRESS

201 Racquet Club Rd Apt N524
Weston, FL 33326

EDUCATION

Massachusetts Institute of Technology
MERN Stack Certification

TECHNICAL/NON-TECHNICAL SKILLS:

- Javascript, CSS, HTML
- Node.js, NPM, Express
- React, AJAX, jQuery
- MongoDB, MySQL, GraphQL,
- Xcode, SwiftUI, Firebase
- AWS, Azure, Google Cloud Platform

EDUCATIONAL PROJECTS:

MIT - Bus Tracker

June 2023

- Developed a bus tracker app for Cambridge, MA, displaying routes from MIT to Harvard using Mapbox API.
- Integrated live bus data from MBTA using API requests to provide real-time updates for bus locations.
- Customized map styles, icons, and components to enhance user experience.

MIT - Bad Bank

August 2023

- Developed a full stack web app simulating a bank with user account creation, login, deposit and withdrawal features.
- Designed a user interface that mimics real-life banking applications, enhancing user experience and interface intuitiveness.
- Highlighted security vulnerabilities to emphasize the importance of proper security measures in web applications.

EXPERIENCE:

American Airlines, Miami, FL

Reservations Agent

Jul 2021 - Feb 2022

- Provided exceptional customer service to passengers, handling inquiries and reservation requests promptly and courteously.
- Recorded and fulfilled special requests, ensuring a personalized and memorable experience for each customer.
- Consistently exceeded customer satisfaction targets, boosting reservation sales by 15% and achieving a 95% satisfaction rate.
- Proactively communicated feedback to management, contributing to continuous improvement and enhancing service quality.

Blackboard Inc, Fort Lauderdale, FL

Bilingual Technical Advisor

Oct 2020 - Jul 2021

- Provided technical support to users in both English and Spanish, addressing issues with Blackboard products and services.
- Diagnosed and resolved technical issues related to software functionality, system integration, and platform performance.
- Assisted students and faculty with account setup, troubleshooting, and navigation, ensuring an efficient user experience.
- Collaborated with development teams to escalate and resolve complex technical issues to improve user satisfaction.

Global Response, Margate, FL

Customer Service Representative

Nov 2019 - Jun 2020

- Handled customer inquiries and provided support via phone, email, and chat, ensuring timely and accurate responses.
- Resolved customer issues related to products, services, and orders by troubleshooting and offering effective solutions.
- Maintained detailed and accurate records of customer interactions and transactions in the company's CRM system.
- Collaborated with team members and other departments to escalate complex issues to improve customer satisfaction.

UKG, Weston, FL

Payroll Quality Control

Dec 2018 - Feb 2019

- Sorted and inspected payroll mail, checking for damages and discrepancies in recipients' names and addresses.
- Identified and reported discrepancies to the printing department for accurate reprinting and correction.
- Verified reprinted payroll documents, ensuring accuracy before sorting them for shipment.
- Coordinated with FedEx and USPS to ensure timely and accurate delivery of payroll documents.

PERSONAL PROJECTS

Wager - iOS App

- Integrated a betting system and game library using SDKs, with live streaming support via Twitch API.
- Implemented secure user authentication and KYC verification, ensuring adherence with industry regulations.
- Managed real-time transactions with robust encryption and data protection measures.

Apple to Spotify Playlist Converter - Web App

- Facilitated seamless music and playlist transfers by handling API requests to both Apple Music and Spotify.
- Securely stored and encrypted user account information for cross-platform integration.
- Transferred music content, playlist images, and titles between platforms efficiently.