

ARJAY BELTRAN

EMPLOYMENT

Pemberton Group, *Customer Care Representative*, Toronto

Dec. 2023 - Current

- Collaborated seamlessly with the site Customer Care Administrator ensuring the fulfillment of project and building Customer Care objectives.
- Conducted site visits to applicable suites, playing a vital role in reviewing and addressing customer concerns to enhance overall satisfaction.
- Clearly communicated deficiency repairs, warranty scope, and other pertinent information to homeowners.
- Coordinated repair appointments with Trades, tracked completed deficiency repairs, and actively participated in conciliation resolution, ensuring adherence to builder bulletins and statutory warranty requirements.

General Assembly, *Software Engineer Fellow*, Toronto/Remote

Mar. 2023 - May 2023

- Created full-stack applications with comprehensive functionality, including Create, Read, Update, and Delete (CRUD) operations and RESTful API capabilities.
- Utilized JavaScript and React for front-end web development, incorporating third-party APIs seamlessly.
- Employed Python and Django for back-end development, utilizing PostgreSQL, MongoDB, and Express for efficient data management.
- Successfully completed over 450 hours in the intensive Software Engineering Immersive program.

Madison Homes Holdings, *Customer Care Technician*, Toronto, ON

Mar. 2022 - Mar. 2023

- Completed work orders and service calls issued by on-site Customer Care team
- Concluded investigative inspections, diagnosis, and repair, including drywall repair, minor fixture & mill work repair, painting, caulking, minor flooring, grouting and minor plumbing.
- Consistently performing to exceed our customer's expectations as a representative of the company.
- Attended Customer Care/Tarion seminars and home purchaser functions
- Complied with legal, legislative, and corporate safety requirements
- Communicated proficiently and professionally with the supervisors, co-workers, clients and trades
- Documented service notes, material & trade requirements and providing status updates for all work orders
- Reviewed work orders and executed required tasks accordingly

R-MAC Solutions Inc., *Junior Carpenter*, Toronto, ON

Nov. 2021 - Mar. 2022

- Utilized a diverse range of problem-solving techniques and tools efficiently to meet project deadlines and deliver quality outcomes
- Assessed project requirements, estimated resource needs, and prioritized tasks effectively to prevent delays, showcasing strong organizational skills
- Conducted thorough inspections of job sites pre and post-project completion, ensuring adherence to quality standards
- Demonstrated consistent adherence to building codes and safety regulations while promptly addressing client needs

G Hirsch Renovations, *Apprentice Carpenter*, Toronto, ON

May 2021 - Oct. 2021

- Proficiently assisted in preparing and organizing job sites, demonstrating efficiency in gathering tools and materials.
- Prioritized and adhered to safety protocols to ensure a secure working environment.
- Provided valuable support to journeyman carpenters in various tasks, showcasing adaptability and a willingness to learn.
- Contributed effectively to the installation of structures and components, displaying a hands-on approach to problem-solving.
- Maintained a clean and organized work area, consistently upholding a high standard of cleanliness and orderliness.

UNIQLO Canada, *Assistant Store Manager*, Toronto, ON

Aug. 2016 - July 2020

- Achieved 100% target daily store sales through strategic planning and sales management.
- Oversaw store operations, including point-of-sale systems, inventory control, and coordination with branches and warehouse.
- Managed work safety and customer concerns while emphasizing exceptional customer service.
- Conducted daily meetings aligning with goals, presenting product knowledge, and coordinating store activities.

EDUCATION

General Assembly

Software Engineering Graduate Certificate

Mar. 2023 - May 2023

York Construction Academy

Home Construction Technology

Mar. 2021 - May 2021

George Brown College

Ontario Advanced Diploma

Apr. 2015 - Sept. 2017

SKILLS

QUALIFICATIONS: Customer Service, Communication, Coordination, Problem Solving, Organizational, Time Management, Adaptability, Self Learner, Goal Oriented, Decision Making, Software Development, Leadership

AWARDS

Best in Customer Service Award, *UNIQLO Canada*

Feb. 2017