

Carl Petrus

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Hard-working and dedicated professional with leadership experience and a proven knowledge in Tech Account Management and Software Development. Energetic with experience in customer service, troubleshooting, diagnosing and upgrading different operating systems and softwares. Aiming to experience new challenges and contribute to a team to reach their goals..

EXPERIENCE

UberEats, New York, NY — *Technical Account Manager*

August 2021 - Present

- Use HTML and Wordpress to help merchants that are partnered with UberEats to implement the Online Ordering button onto the restaurant website and/or social media profiles in order to help the restaurant gain more sales.
- Use salesforce in order to access information about merchants that are partnered with UberEats, make sure the information in the merchants profile is up-to-date, and analyze the restaurant's sales metrics over a period of time.
- Help merchants partners with any technical issues that they are experiencing while implementing UberEats with their business to ensure that the merchant is getting the best service possible.

Bridge The Gap (BTG), New York, NY — *Web Developer*

August 2021 - Present

- Build a website for Bridge The Gap using HTML5, CSS3, Javascript, PHP, and Bootstrap4 and design the website the way that the authorized users would like for it to be presented for users to browse.
- Troubleshoot and debug the functions of the website and optimize the performance to ensure that it is working properly and is ready to be presented for users to browse.
- Updating the website whenever the organization has new content for users to view or notifications to inform all of the users who browse to the website.
- Build and maintain contact form using PHP so that if a user has any questions or concerns it can be sent to the BTG email.
- Updating websites when new features have been introduced and when new features can help contribute to the goal of the organization.

Center Of Hope Church (COH), Queens, NY — *Web Developer*

November 2020 - March 2021

- Build a website for COH Church using HTML5, CSS3, Javascript, PHP, and Bootstrap4 and design the website the way that the authorized users would like for it to be presented for users to browse. (Centerofhopechurch.net)
- Troubleshoot and debug the functions of the website and optimize the performance to ensure that it is working properly and is ready to be presented for users to browse.
- Updating the website whenever the church has new content for users to view or notifications to inform all of the users who browse to the website.
- Build and maintain contact form using PHP so that if a user has any questions or concerns it can be sent to the COH Church email.

EDUCATION

Utica College Utica, NY

Bachelor of Science (B.S.)

Computer Science (May 2019).

TOOLS

- Microsoft 365
- Wordpress
- MySQL
- Windows
- Mac OS
- Linux
- Bootstrap
- Node.js
- JQuery
- GitHub
- Adobe Photoshop
- Salesforce

PROGRAMMING LANGUAGES

- HTML5
- CSS3
- JavaScript
- Java
- PHP
- Python
- C#
- C++
- SQL

SKILLS

- Energetic
- Customer Service
- Optimistic
- Receptive
- Punctual
- Organized
- Dedicated
- Hard-Working
- Driven
- Team-Player

