

# Carl Petrus

Hard-working professional with experience in Customer Support, Data Analytics, and Front-End Software Development. Skilled in multiple programming languages and operating systems, and experienced in building and maintaining strong client relationships. Excels in fast-paced environments, effectively managing multiple tasks and projects to support team goals and ensure successful outcomes.

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## EXPERIENCE

### Uber Eats, New York, NY — *Technical Account Manager*

August 2021 - Present

- Present and demonstrate Uber Eats software tools, guiding merchants through seamless integration into their websites and social media platforms. Provide strategic recommendations on complementary tools and marketing initiatives to drive revenue growth and strengthen their digital presence.
- Designed and executed SQL queries to extract and analyze key performance data, generating detailed reports to support data-driven decision-making. Developed and maintained dynamic metrics dashboards, delivering actionable insights that highlighted performance trends, successes, and areas for strategic improvement.
- Utilize HTML, CSS, JavaScript, and other programming languages to support partners in integrating Uber Eats software tools into their websites, social media platforms, and third-party website builders such as Wix, WordPress, and Squarespace. Provide technical guidance to ensure seamless implementation and optimal functionality across digital channels.

### 3 The Hard Way LLC (3THW), New York, NY — *Software Engineer*

October 2022 - Present

- Designed, developed, and maintained the 3THW website using HTML5, CSS3, and JavaScript, aligning site architecture and content with business goals. Ensured a responsive, user-friendly experience while implementing regular updates to enhance functionality and support ongoing marketing initiatives.
- Conducted comprehensive evaluations of existing systems to identify areas for improvement and recommended software updates and enhancements to optimize business operations, increase efficiency, and drive overall effectiveness.
- Curated and edited content for the company's social media platforms, ensuring consistency with brand voice and alignment with marketing objectives. Strategically enhanced audience engagement and strengthened the company's online presence.

### Oasis, Queens, NY — *Program Director*

September 2019 - March 2020

- Led the planning, scheduling, and execution of diverse recreational

## EDUCATION

Utica College Utica, NY

*Bachelor of Science (B.S.)*

*Computer Science (May 2019).*

## TOOLS

- Google Cloud
- Windows OS
- Mac OS
- Linux OS
- React.js
- JQuery
- JIRA
- MySQL
- Salesforce

## PROGRAMMING LANGUAGES

- HTML5
- CSS3
- JavaScript
- PHP
- Python
- SQL

## SKILLS

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

activities for campers aged 3 to 15, fostering a fun, safe, and inclusive environment. Collaborated with staff to deliver engaging programs that promoted teamwork, creativity, and personal development.

- Train and manage a team of instructors to design and deliver safe, energetic, and engaging activities for participants of all ages, ensuring high-quality instruction, adherence to safety protocols, and a positive experience for all involved.
- Ensure camp resources, materials, and supplies are well-stocked, organized, and readily available for use. Oversee campsite maintenance to uphold cleanliness and safety standards, consistently leaving the site in improved condition.