

Idette Monterroza

✉ idettemonterroza@gmail.com

📍 Seattle, WA

🌐 [linkedin.com/in/idette-monterroza](https://www.linkedin.com/in/idette-monterroza)

📞 (401) 243-5523

🌐 idette.me

🐙 github.com/idork

🎓 EDUCATION

BS in Computer Science
Providence College

📁 WORK EXPERIENCE

IT Support Engineer
Amazon Inc.

05/2023 - Present

Tasks

- Support of Amazon Corporate employees worldwide remotely.
- Provide changes to tools, trainings, as well as standard operating procedure documents.
- Participating on a rotational on-call schedule to work on high severity issues.

IT Support Associate II
Workplace/Company

Achievements/Tasks

- Support of Amazon Corporate employees worldwide remotely.
- Research and provide resolutions to issues for end users received from chats, phone calls, ticketing system and email.
- Troubleshoot and diagnose escalated issues from ticketing system and email.
- Transferred tickets to service owners when the issue was directly impacted by a bug, or lack of permissions.

💻 LANGUAGES

HTML5

CSS

JavaScript

Python

SQL

NoSQL

C++

💡 SOFT SKILLS

GIT

Node.js

MongoDB

React.js

PostgreSQL

Express.js

📁 PERSONAL PROJECTS

Frontend Mentor Space Project [↗](#)

- Built a space tourism website based off of the design given by frontendmentor.io using HTML and CSS
- Implemented grids and responsive web design to style the website.
- Optimized the website to fit on different device screen sizes.

Stranger's Things [↗](#)

- Built an online marketplace website with colleagues using React.js, JavaScript, HTML and CSS.
- Created a functional registration and login form, pulled data from the API using fetch, react-router library and controlled forms.
- Used local storage to store the customer authentication token.

Simon Game [↗](#)

- Implemented event listeners to detect user keyboard and Onclick.
- Implemented sound to detect when a user has pressed down on a key and to play sound when there is an error.
- A randomizer is used to create a pattern that is then inserted into an array and the user input will be placed into an array to check if the answers are correct.

Fake E-Commerce Site [↗](#)

- Built an E-Commerce Site using React, Javascript, CSS and HTML
- Used <https://fakestoreapi.com> to retrieve the information using fetch.
- For register and login, saved the data using localStorage using a token variable.
- Created a "Add to Cart" function by using local storage to store in a variable.