

Sebastian Cruz

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Location: Santo Domingo,
Dominican Republic

WORK EXPERIENCE

The University of British Columbia
Vancouver, British Columbia, Canada

March 2024 - July 2024

IT Support – ServiceNow Support (Contract)

Functions:

Process access request tickets from UBC faculty that require supplementary features to the Workday platform and access to additional university platforms. Review and process access tickets in ServiceNow. Validate that the necessary form details are included in the request and correct form is selected based on the request type. Contact the corresponding approver for each request and transfer approved request to the appropriate department.

Covenant House Vancouver
Vancouver, British Columbia, Canada

Oct 2023 – Jan 2024

Donations Processing Clerk (Seasonal contract)

Functions:

Sort and process daily mail donations. Transfer solicited donations to the corresponding solicitors. Create donation batches and validate the necessary information. Process and input donation batches into the database and customer relationship management platform (Raiser's Edge NXT). Answer donor calls, assist donors with credit card donations, and support donors with inquiries, requests, or information regarding their accounts. Mailing correspondence and information to donors among additional administrative tasks.

Faber Work
British Columbia, Canada

Feb 2023 – Oct 2023

Skilled & General Labour

Functions:

Skilled Labour duties and helping hand depending on the job site. Tasks range from moving and organizing materials, setting up construction equipment, placing different types of protection on finished units, and assisting with any pending task.

Gighound Inc. & Grizzly Workforce
British Columbia, Canada

Jan 2022 – Feb 2023

Warehouse Associate

Functions:

Worked at different warehouse sites where the tasks varied depending on the site. The duties range from unloading and loading packages from cargo plane containers to loading and unloading containers from cargo planes. Load and unload packages from line haul trailers, sort, and transfer packages. Build and wrap pallets of products, print shipping labels for corresponding orders, etc. Worked on the following job sites, CargoJet, Purolator, Glenmore Custom Print + Packaging, Organika, Fine Choice Foods, Biolytical Laboratories, among others.

**Shaw Communications
Vancouver, BC, Canada**

June 2018 – April 2019

Customer Solution Expert II

Functions:

Outbound sales of the services and bundles provided by Shaw Communications: internet, cable, and home phone. Provided customer service to existing customers such as bundle modifications, account information, billing and payments.

- Achieved my sales and stretch target consistently for 10 months.
- Promoted from CSE I to CSE II in 3 months.
- Expert use of in-company software and different CRM tools like Salesforce.

**The Acquisition Group
Richmond, BC, Canada**

Jan 2018 – May 2018

Junior Marketing Consultant

Functions:

Door to door sales and mall events of Telus services: Optik Tv, Internet, Mobility, and Home Phone.

- Knocked between 70 to 100 doors daily.
- Current plans information and pricing at kiosk in mall events.
- Expert use of company equipment and software.

**CLARO Republica Dominicana
Santo Domingo, Dominican Republic**

April 2016 – Oct 2016

Analyst in the department of Engineering & Construction of Fiber Optics.

Functions:

Processed and managed fiber optics orders of the services offered by CLARO in the Dominican Republic. Used different platforms and software to determine if the services were available at the customer's address. If the customer's address is fiber optic available, the order was processed with the required specifications for the technician to proceed with the installation. If the customer's address does not have fiber optic available, the order was transferred to the design and construction engineers.

- Processed an average of more than 80 orders daily and transferred 110 orders daily to the design and construction engineers.
- Drastically decreased the pending orders backlog from 1200 orders to around 400 pending orders.
- Created an excel report containing the status of all pending orders using pivot tables, Vlookups, and other custom excel formulas, which improved the order tracking and management.

CERTIFICATIONS

Codecademy

Full-Stack Engineering Professional Certificate, March 2026

Website

<https://www.sebastianrcg.com>

TOOLS & TECHNOLOGIES

HTML, CSS, JavaScript, Git, GitHub, React, React Redux, MySQL, PostgreSQL, MongoDB, Postman, Node.js, Express.js, Web Security, Data Structures & Algorithms, Database Design.

EDUCATION

University Canada West, Vancouver, BC, Canada

Master of Business Administration (MBA), March 2019

The Pennsylvania State University (Penn State), University Park, PA, United States

Bachelor of Science in Engineering Science, November 2015

RELEVANT SKILLS

- Information Technology & Telecommunications
- Service Helpdesk & Support
- Customer Service
- SharePoint
- Microsoft Excel: Pivot Tables, VLOOKUP, formulas, custom spreadsheets, dashboards, data entry, and data visualization & analysis.
- Database Management
- Outlook
- Salesforce
- ServiceNow
- HTML, CSS, and JavaScript (Web Development)
- Order entry, processing & Management

LANGUAGE

Fluent in English and Spanish