

**Alivia Thomas**  
**Full Stack Web Developer**

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Full Stack Software Developer with a background in operations management. Two years of professional web development experience with a history in robotics programming writing autonomous scripts beginning in 2015 and creating projects on a linux system. Trained at the University of Washington and earned a Certificate in Full Stack Web Development. Passionately chasing the pursuit of knowledge and artistically crafted web applications.

**Experience**

**Web Designer**

**1/2022 - Present**

**Independent - Seattle, WA**

- Designed and built dozens of sites with a range of tools including React.
- Implement regular updates to streamline user experience and client acquisition.
- Collaborate with clients to strategize roadmaps and balance delivery with engineering investments.
- Organize cross-team initiatives and schedule client meetings to review project progress.
- Manage client communication to ensure alignment with design and development processes.

**Administrative Supervisor**

**09/2022 to 03/2023**

**Enterprise Holdings - SEA Airport**

- Documented customer correspondence in CRM to track requests, problems and solutions.
- Upheld quality control policies and procedures to increase customer satisfaction.
- Monitored QA procedures for adherence by employees, notifying personnel of non-compliance issues.
- Executed and developed methods to obtain post-production product feedback from customers.
- Reorganized and revised standard operating procedures to streamline processes and improve communication and collaboration.
- Interviewed, hired, and coordinated training of new team members.
- Assisted in escalated customer problems via phone, email, and live chat
- Conducted regular call monitoring to ensure a superior client experience.
- Communicated performance expectations and monitored performance plans.
- Participated in project meetings, created new processes and procedures, and trained agents accordingly.
- Successfully met departmental goals, maintaining less than 0.5% overdue vehicles and increasing customer satisfaction scores by 15% to 85-90% consistently.
- Co-led the "Fun Committee," organizing monthly employee satisfaction events.
- Mentored new employees on procedures and policies to maximize team performance.
- Coached, motivated & counseled staff on performance including administering disciplinary action when necessary.
- Resolved customer inquiries, questions and concerns to consistently offer quality service and meet performance benchmarks.
- Fielded customer complaints and queries, fast-tracking for problem resolution.

**Operations Manager**

**11/2018 to 08/2020**

**Heli Co New Orleans - KNEW Airport**

- Implementing regular website updates to enhance user experience and traffic.
- Integrated social media and SEO to enhance online presence and client acquisition.
- Developed crew and pilot schedules.
- Coordinated flights, hotels, and refueling breaks for pilots.
- Negotiated rates with businesses for events and enhanced word-of-mouth awareness.
- Monitored and improved targeted sales conversion to fine tune marketing strategies.
- Ensured compliance with FAA regulations for staff and passengers.
- Managed merchandise sales and inventory levels.
- Proficiently used Microsoft Suite for expense and data logging tasks.

## Education / Certifications

### Full Stack Web Development Bootcamp

University of Washington | Seattle, WA | 2023

- Developed responsive and user-friendly full-stack websites using React, Node.js, and Express.
- Collaborated within a self-managed team of 4 developers to create diverse applications:
  - Calendar application using Google Calendar API and Google Maps.
  - Social media application with interest-based searches and live web socket chat (Socket.io, Cloudinary).
  - Multiplayer live pictionary game hosted on a web socket.
  - Implemented automated testing using Jest for a REST website application.
- Successfully developed and deployed a fully-functioning web application in 10 days.

### Awards & Honors:

- Best Presentation for DoodleDash
- 2nd place for Best Overall Project for DoodleDash
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### Skills

**Languages:** Java, Python, Java Script, SQL, CSS, HTML5, AS6, Sequelize.js, jQuery, Node.js, Three.js

**Systems:** mongoDB, MySQL

**Frameworks:** React, Jest

**Team Skills:** Distributed system design, agile project management, GitHub workflow, full-stack web development, REST, APIs, Object-Oriented Programming (OOP), Heroku, Model-View-Controller (MVC), responsive web design, testing, Bootstrap