

# Samantha Johnson

## JUNIOR SOFTWARE DEVELOPER

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### SUMMARY

*Quality and Customer focused Software Support Specialist transitioning into a Software Development role. Graduated from an intensive coding Bootcamp with a Certificate of Software Development. Built front-end and back-end web applications using full-stack C# .NET, MVC, Node.js, and other frameworks. Ready to join your development team to contribute to your success through enhanced customer experience.*

### TECHNICAL AND TRANSFERABLE SKILLS AND COMPETENCIES

C# • .NET • EF Core • JavaScript • MVC • HTML • CSS (Flexbox and Grid) • TDD • Agile (Scrum) • Webpack • Object Oriented Programming (OOP) • JSON • REST APIs • Responsive Design / Mobile • Relational Databases • Source Control / Git Node.js, React.js, ASP.NET and ASP.NET Core • Problem Solver • Communication Skills • Leadership • Attention to detail • Adaptable • Teamwork • Lifelong learner • Cybersecurity roles, Processes, and Operating System Security

### SOFTWARE DEVELOPMENT PROJECT EXPERIENCE

#### We Can Code IT

2022

GitHub link: <https://github.com/SamanthaJ2>

Developed three interactive mobile applications and built two user-friendly websites using full-stack C# and several other programming languages, libraries, and frameworks.

#### Virtual Pet

- Technologies used: **C#, Visual Studio, Git, GitBash, TDD, OOP**
- Designed and implemented Virtual Pet Shelter.
- A console app that lets users create and interact with their own virtual pets in a 4-person team.

#### Product Reviews

- Technologies used: **Python, React.js, Redux, Node.js, PostgreSQL**
- Designed and implemented a movie recommendation app in the 4-person team over 10 weeks.
- Enabled users to be recommended to movies based on 50+ data points

#### Donut Maker - Clicker Game

- Technologies used: **JavaScript, HTML/CSS, Visual Studio, GitBash, TDD, OOP**
- Designed and implemented Virtual Pet Shelter.
- A clicker game that allows users to make donuts. Users can buy auto clickers and multipliers with donut currency.

#### Cookie Order

- Technologies used: **React.js, Redux, Node.js, PostgreSQL**
- Designed and implemented a movie recommendation app in the 4-person team over 10 weeks.
- Allows use to create and edit a cookie order

### EDUCATION

We Can Code IT, Cleveland, OH

Dec 2022

**Certificate of Software Development**

Coursera, Online

Jan 2022

**Certificate in Cybersecurity Roles, Processes, and Operation Systems Security**

### WORK EXPERIENCE

## TurboTax

### **Product Expert, Remote**

Sep 2021 - Apr 2022

- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Processed customer account changes with proprietary software.
- Served customers on their tax returns with both product/software inquiries as well as with tax questions and calculations.
- Defined practices, procedures, and company policies to troubleshoot and resolve product and tax support customer inquiries.
- Interacted with customers utilizing strong written and verbal skills as well as deep customer empathy.
- Utilized practices, procedures, and company policies to troubleshoot, resolve issues and address routine Tax Support customer questions.
- Proficient with technology and solid knowledge of computer operations and software.
- Utilized and leveraged government websites and toolkits to seek out and deliver the right answer to the customer.
- Documented customer interactions.

## Save-A-Lot

### **Assistant Manager, Cleveland, OH**

Feb 2007 - Mar 2021

- Created an excellent shopping experience for customers; driving sales growth and profitability
- Mentored staff to enhance sales and customer service skills and achieve daily targets, using hands-on and motivational leadership.
- Collaborated with team leads on setting and achieving team-specific goals.
- Establishes an engaging environment for all team members.
- Led the retail store and ensured the store achieved and maintained the operational standards set forth by the company and the store manager.
- Provided leadership, coaching, and development to store team members in relation to their tasks, duties, role requirements, and performance standards.
- Assisted store manager with creating the weekly schedule for team members.
- Responsible for leading the store in the store manager's absence to include opening and closing the store.
- Responsible for performing and/or coordinating building maintenance.
- Responsible for the growth, development, and success of the team members through rigorous; training, coaching, mentoring, and development, and supported the Store Manager in progressive disciplinary actions as required.
- Consistently and effectively communicated across all stakeholders, including but not limited to store team members, store managers, and district managers.