Alyssa Falshaw

(928) 814-9364
Aly.Falshaw23@gmail.com
linkedin.com/in/alyssa-falshaw
github.com/Aefalshaw

SUMMARY

Having a unique background in both customer service and collaborative work experience I've been able to sharpen my leadership and management skills especially in high volume, high-stress situations. I am team-oriented, eager to learn, and eager to dive into the software engineering industry.

EXPERIENCE

Virginia Mason Medical Center – Seattle, WA
Patient Care Technician

October 2018 - October 2019

- Provided excellent patient care by effectively communicating with patients, families, staff, & staff in other hospital departments.
- Documented patient intake, dietary requirements & assisted with everyday activities.
- Collected biological specimens & packaged for laboratory transport to complete important diagnostic tests.

PRO Sports Club – Seattle, WA
Front Desk Attendant

July 2018 - December 2018

- Customer Service is performed with enthusiasm, friendliness, & with a willingness to help others.
- Proactively find solutions to fit member's needs & concerns.
- Assist members via email & telephone with scheduling, program information, & any other concerns or needs of the guest.

University Of Washington Medical Center – Seattle, WA *Patient Escort – Volunteer*

August 2018 - January 2019

- Provided exceptional customer service to assist patients & guests.
- Contributed to hospital processes including patient transportation, greet, direct, and provide information to patients & visitors.

Plated Projects – Flagstaff, AZ
Assistant Manager

March 2014 - December 2017

- Training and experience in hostess position up into management.
- Under higher management supervision, led a team of employees through daily tasks and goals.
- Effectively trained and provided employees with the tools to be successful as a team in a faced paced environment.

EDUCATION

Coding Dojo: *Certificate of Completion* – Seattle, WA

March 2020 - July 2020

Three full stack curriculum, mastering the fundamental building blocks of web and software development. Python, JavaScript, C#

Coconino Community College: *A.S.* – Flagstaff, AZ

May 2014 - May 2018

General Studies directed towards medical science
Nurse's Assitant Certification (CNA)

LANGUAGES

Python, JavaScript, C#, HTML, CSS

TECH

ASP.NET, Django, Express, Git, MongoDB, MVC, Node.JS, OOP, ORM, React, SQL, SQLite, Azure Fundamentals (AZ-900 Certified)

SOFT SKILLS

Problem Solving
Customer Service
Project Management

PROJECTS

Derive
Interactive travel planner website that was designed to combine & collect information from a user about all upcoming trips. Accessed & stored real-time flight information & points of interest.

Team Project
Language: JavaScript
Framework: MERN
Login / Registration Functionality
Google Maps API
AviationStack API

Hurtles
A single-player 3D game designed to send each user through a randomized obstacle course. Each character possessing unique abilities.

Team Project
Language: C#
Framework: Unity

Revolutionary Crown
Choose your own adventure renaissance inspired game. Each decision achieves a new end game outcome.

Team Project
Languages: HTML, CSS
Piskel – Custom 2D Sprites