

Alyssa Falshaw

SUMMARY

Having a unique background in customer service and collaborative work experience, I've sharpened 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 critical diagnostic tests.

PRO Sports Club - Seattle, WA *Front Desk Attendant*

July 2018 - December 2018

- Customer Service 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

- Under higher management supervision, led a team of employees through daily tasks and goals.
- Effectively trained and provided employees with the tools to succeed as a team in a fast-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 Assistant Certification (CNA)

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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

An interactive travel planner website 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 adventure renaissance inspired game. Each decision achieves a new end game outcome.

Team Project

Languages: HTML, CSS
Piskel - Custom 2D Sprites