

Andrea Berrocal

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EDUCATION

Mobile and Web Development Bootcamp

NUCAMP

Phoenix, AZ | Jan 2022

Associates Degree

WILBUR WRIGHT COLLEGE

Chicago, IL | May 2021

WORK EXPERIENCE

WOZ-U | .NET DEVELOPER APPRENTICESHIP

Remote | Nov 2021 - present

- Learned Computer fundamentals
- Basics and advanced topics of C#
- Web development with HTML, CSS, Javascript, React, and Angular
- Learned fundamentals of Dev ops, Core SQL, AWS, and Azure

VENMO | PURCHASE SUPPORT AGENT

Phoenix, AZ | Aug 2021 - Oct 2021

- Try all avenues to solve a user's issue, using Venmo Purchase support and General Support Wiki
- Educated users on how to use Venmo features like business profiles, Venmo Debit Cards, and buying/selling Crypto
- Use problem solving, analytics, and intuitive skills to follow logic and offer good solutions to users.
- Attended weekly meetings to go over new protocol or changes in Venmo.

BEACON HILL STAFFING GROUP- CONTRACT | QC SPECIALIST

Chicago, IL | May 2021 – Aug 2021

- Conducts monthly review of tenant files, identifying improper application of policies and procedures by staff members, to ensure compliance with HUD Regulations and PHCD Administrative Plan.
- Conduct annual Section Eight Management Assessment Program(SEMAP) review of files.
- Uses the QC knowledge bank, NMA Wiki, PHCD Administrative Plan, and other resources to ensure maximum accuracy for citing errors and comments.
- Create weekly report in an accurate format and delivers the report timely each week. Respond to disputes for errors cited from the housing specialist in a timely fashion

AFNI INC | SALES CHAT AGENT

Tucson, AZ | July 2018 - July 2020

- Submitted orders by referring to price lists and product literature.
- Ensured current customers have the right products and services.

THE PARTS PLACE INC | DATA ENTRY SPECIALIST

Dekalb, IL | Oct 2017 – June 2018

- Managed daily shipment reports, informed management if products were missing or not shipped. Entered data into database software and checked to ensure the accuracy of the data that had been inputted.
- In charge of Parts Place Inc's eBay account.
- Took photos of products and edited them in Photoshop.

LOWES | CASHIER

Dekalb, IL | Nov 2015 - Feb 2017

- Resolved customer complaints, guided them and provide relevant information.
- Scanned goods, pleasantly dealt with customers to ensure satisfaction.

PROJECTS

KERMA: A CRYPTO WALLET

A website for Kerma, a decentralized crypto wallet.

HTML, CSS, BOOTSRAP, JAVASCRIPT, NPM, JQUERY

SKILLS

Languages: JavaScript, C#

Web Development: Bootstrap, HTML/CSS, SCSS, Jquery, React

Technology: Git, NPM, Yarn