

# ANDREA PRESTO

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Professional Portfolio • GitHub • LinkedIn Profile

Self-motivated, detail-oriented, and creative professional with experience in utilizing current technologies to build and tackle complex challenges, write technical code, and deliver high performance, scalable, and secure results. Skilled at creating websites and applications. Communicative and personable, able to work in teams and alone, learn new software, concepts, and techniques, and adapt to new environments quickly with absolute professionalism, flexibility, sound judgment, strong work ethics, and dependability.

## QUALIFICATIONS SUMMARY

Advanced Front-End Frameworks

Front End Fundamentals

Data Structures & Algorithms

Server Side & Database Architecture

Database Management Systems

Web Development Lifecycle

Application Architecture

Full Stack Development

Code Review & Analysis

Project Management

Reporting & Documentation

Leadership & Teamwork

Complex Problem Solving

Customer Service

Organizational Skills

Time Management & Multitasking

Interpersonal & Presentation Skills

Oral & Written Communication

Team Collaborations

## EXPERIENCE HIGHLIGHTS

### 2U, (Austin, TX)

#### Teaching Assistant

2023 – Present

Guarantee total comprehension by providing students with necessary tools and strategies that can and will effectively resolve complex coding challenges.

Continuously use college-level skills to facilitate the establishment of realistic and achievable goals that align with course requirements and student goals.

Eliminated conceptual doubt and enhanced learning experiences by developing and delivering a Git/GitHub supplementary curriculum.

Coordinate and facilitate the execution of various basic and advance courses that cover command line fundamentals, API consumption, full stack applications, and concepts of web development.

During project week, manage and supervise daily group meetings to ensure that all group members (6) are on track to timely deliver curriculum results.

### The Coding Bootcamp, University of Texas at Austin (Austin, TX)

#### Full-stack Development Student

2022

Gained rigorous exposure to various concepts which aided in the accurate development of visually compelling, data rich, and full stack applications.

Attained skills to accurately integrate website server-side with front end/user side, implement visual elements that websites/app users see, and enhance codes.

Learned how to effectively engineer full-stack web applications, handle servers, databases, and other back end-technologies, and connect related technologies to the front-end.

Obtained extensive knowledge in various server-side and database architectures, front end fundamentals, data structures, and data algorithms to maximize career readiness.

Acquired extensive skills on how to optimize, improve the performance, update, and boost the efficiency of various web applications.

## EDUCATION

### Certificate, Full-stack Development, 2022

The Coding Bootcamp, University of Texas at Austin, Austin, TX

### Web Development Coursework

Collin County Community College

Allen, TX

### Career Sabbatical (Personal/Family Leave)

2012 – 2022

### Crossmark (Plano, TX)

#### Field Support (FS) Supervisor

2011 – 2012

#### Field Support (FS) Team Lead

2011

#### Retail Supervisor

2010 – 2011

#### Field Support (FS) Agent

2010

#### Retail Representative

2009 – 2010

## TECHNICAL PROFICIENCIES

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**Front End Languages:** *JavaScript, HTML 5, CSS 3*

**Frameworks:** *Bootstrap, Tailwind, Skeleton, Materialize, jQuery, Express.js, React, Handlebars*

**Technologies:** *Node.js, MySQL, Git, Bash, Sequelize, MongoDB, GraphQL*

**Platforms:** *GitLab, GitHub, MongoDB Atlas, Heroku*

**Tools:** *VS Code, Insomnia, Postman, Miro, Figma, Reporting/Ticketing Tools (CRM, DELL Service Now Ticketing and Reporting Tools)*

Ensured the achievement of all daily goals and the consistent delivery of specified Service Level Agreements by managing 15 direct reports and 30 agents in a multi-queue contact center environment.

Onboarded and ensured certification of new hires by designing and delivering new hire curriculum for Field Support agents.

Collaborated with leadership and IT teams to implement a new ticketing system from Service Now that recognizes FS requirements and integrates essential functions and information into the system.

Decreased turnaround time to 2 hours and boosted resolutions by 93% after overseeing escalations from Field Support Agents and partnering with client services, HR, payroll, and IT departments.