**Hezekyah Bedeau**

Email: hezekyah.bedeau@gmail.com Phone: (202) 391-1383

**OBJECTIVE**

Enthusiastic individual with over 9 years’ experience in fashion retail, digital media, and IT environments. Resilient thinker with a strong interest in providing my expertise, where I can add value to a growing organization.

**EXPERIENCE** (*Seasonal Jobs*)

*Sales Advisor*, H&M, Virginia Beach, Virginia October 2020 – April 2021 & October 2022 – Present

* Increase sales by 32% by providing suitable product garment knowledge and customer experience
* Collaborates with Visual Merchandiser to execute strategic garment store plans and set trends for upcoming seasons
* Handles monetary transactions while driving H&M Loyalty program to increase digital interactions
* Implements H&M procedures & routines regarding safety, administrative processes and cultural practices

*Junior Web Developer Student,* Generation USA, Washington, D.C April 2022 – August 2022

* Wrote modular, scalable, testable HTML, CSS, and JavaScript code to develop websites
* Investigated and resolved website issues/bug
* Incorporated graphics, audio, and video clips into user’s websites
* Secured functionality of websites by using web-based unit testing
* Brainstormed solutions with Senior Web Developer and other developers

*Customer Service Representative,* Integra Life Sciences, Princeton, New Jersey May 2021 – December 2021

* Managed calls and emails interactions with domestic and international customers
* Tracked tickets to assign to the appropriate queues
* Verify tickets with customers to ensure the correct work documentation was provided
* Identified and updated complex tickets status to adhere to Integra’s regulations
* Notified manufacturers of any critical priorities or changes with upcoming tickets
* Prioritized tickets based on Quality of Service
* Escalated tickets to senior-level management when necessary
* Mentored and trained 15 new representatives on Integra’s upcoming work procedures

**EDUCATION**

*Junior Web Developer Cohort Certification*, Generation USA 2022

*Bachelor of Arts in Mass Communication,* Virginia State University, Petersburg, Virginia 2017

(***GPA: 3.44***)

**Scholarships:** Harvest Life Changers Church College Scholarship Recipient & Dale City Civic Association

**SKILLS**

**Computer skills:** Java, CSS, JavaScript, BootStrap, HTML, GIT, GitHub, Adobe Premiere Pro, Adobe Audition Pro

**Languages:** English, Patois

**Soft Skills:** Task Adaptable, Creative thinker, and Experienced Problem Solver