Jeanette Williamson

FULL STACK SOFTWARE ENGINEER

Making a transition to FULL STACK Software Engineer from Experienced Customer Service Manager.

Garwood, NJ
(914)819-3262
jeanettewilliamson10@gmail.com
Linked In
github.com/Blues-Codes

EXPERIENCE

Absolute Soul Secrets, Australia—*Spiritual Advisor*

2021 - PRESENT

- Conducted a thorough analysis of each customers individual needs and provided information on available services
- Effectively managed customer concerns and complaints to maintain high levels of customer satisfaction.
- Developed strong relationships with regular clients by addressing their unique needs and communicating effectively through multiple channels, including calls, emails, and text messages.

MediumChat,Belgium/UK —*Customer Service Consultant*

2020 - Present

- Rewrote starting scripts and customer talking points that improved Customer Retention rate by 85%.
- Built sustainable relationships and trust with my own customers by email follow ups and surveys regarding customer experience and satisfaction, showing an increase of repeat customers by 25%.
- Leveraged followup expertise to operations managers, who implemented it sitewide bringing an increase of repeat customers for every Advisor.

Blue Tarot Shop LLC,New Jersey —*Owner*

2018 - Present

- Built a successful online social media presence over the last 2 years.
- Including collaborations with other small businesses at in-person and remote events, providing an increase of steady clients, referrals and increased revenue by 60%.
- Developed and implemented marketing promotions and campaigns that saw an additional increase in revenue of 20% in 2022.

EDUCATION

IronHack,Remote—*Web Development Bootcamp*

Jan 2023- March 2023

Completed an intensive 9-week course that focused on project-based proficiency in MERN stack, HTML, and Javascript. Developed essential skills to confidently analyze and comprehend other programming languages for efficient adaptation.

UNION COUNTY COLLEGE,Cranford, NJ—*Graphic Design*

Jan 2013 - present

Graphic Design Coursework in Progress GPA 3.54

TECH SKILLS:

JavaScript, HTML5, CSS, Express, Handlebars, Node.js, MongoDB, REACT, NPM packages, InkScape, DOM manipulation

OTHER SKILLS:

Microsoft Office Suite, PowerPoint, Excel, Canva, Salesforce, VSCode, GitHub, Google Docs, Google Slides, Photography, Screenplay Writing

Projects:

The Playroom
Full MERN stack website, designed to assist with Early Child Education by instituting learning into Play.

Cuddles and Curiosities
A Website to showcase a Small handmade business made.

Hounds and Jackals
A digital version of the Ancient Game played by the Pharaohs of Ancient Egypt.