

CLAUDIA ALPERT

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Portfolio: <https://calpert.github.io/portfolio/>

SUMMARY

Full-stack web developer leveraging background in customer service to provide unique perspectives on what type of websites and applications users need and/or want. Earned a certificate in Full Stack Web Development from the Northwestern University Coding Boot Camp. A team player who is detail-oriented and always willing to learn. I believe that technology is the future and I look forward to one day contributing to the field.

TECHNICAL SKILLS

Languages: JavaScript, CSS3, HTML5, SQL, NoSQL

Applications: GitHub, MongoDB, MySQL, Heroku, VSCode, Word, Excell

Tools: Express, React, Node, Handlebars, jQuery, Bootstrap

PROJECTS

Keep on Giftn'

GitHub: <https://github.com/Calpert/keep-on-giftn>

Deployed App: <https://keep-on-giftn.herokuapp.com/>

- **Summary:** An application that reminds the user of certain dates to send friends and family gifts and/or cards
- **Role:** Contributed to front-end code as well as was in charge of debugging and grammatical errors
- **Tools:** HTML, JavaScript, Bootstrap, Passport, Flatpickr, Google

Holiday at The Movies

GitHub: <https://github.com/Calpert/holiday-at-the-movies>

Deployed App: <https://project-1-group-4.github.io/Holiday-at-the-Movies/>

- **Summary:** An application that gives you a list of movies based on the holidays that are closest to the date that is entered
- **Role:** Creator of application concept and contributed to front-end and debugging
- **Tools:** HTML, JavaScript, jQuery, AJAX calls

CUSTOMER SERVICE EXPERIENCE

CUSTOMER EXPERIENCE AGENT Tiege Hanley

2018 – 2020
Chicago, IL

- Answered emails and chats from customers
- Took phone calls from customers
- Provided exceptional customer service and knowledge of the product

Key Accomplishments:

- Was given the opportunity to use my marketing degree to help the marketing department write copy for social media

CORPORATE CARE SPECIALIST Grubhub

2017 – 2018
Chicago, IL

- The middleman between restaurants and customers
- Took phone calls and answered emails
- Provided customer service for corporate clients

Key Accomplishments:

- Received the highest grade in pre work training class

TRAINER AND SHIFT SUPERVISOR Starbucks

2015 – 2017
Chicago, IL

- In charge of assigning baristas to positions
- Key holder for opening and closing store
- Ensured quality food and beverages as well as great customer service
- Trained future baristas on drink making, POS, customer connection and sanitation
- In charge of counting and separating tips weekly

Key Accomplishments:

- Promoted from Barista to Trainer to Shift Supervisor within the span of two years

ATTRACTIONS HOSTESS Disney World

2013 – 2015
Orlando, FL

- Promoted from a College Program graduate working in retail to a full-time cast member in attractions
- Consistently delivered excellent customer service to over 40,000 guests daily
- Ensured all safety protocols were observed

Key Accomplishments:

- Received recognition for outstanding cast member of the month

EDUCATION

Certificate - Full Stack Web Development: Northwestern University (2020-2021) Chicago, IL

- A 24-week intensive full-stack program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS

Bachelor of Arts - Marketing Communications: Columbia College (class of 2013) Chicago, IL

- Liberal arts college where I concentrated in Advertising with a focus in Copywriting
- Courses included Intro to Advertising, Public Relations, Marketing 101, Copywriting 101 & 102, Media Planning, and Consumer Behavior