CHRISTIE V. HARWELL

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LinkedIn: https://www.linkedin.com/in/christie-harwell-898517169/ | Github:
https://github.com/ChristieHarwell | Website: https://cholvie.github.io/Christie-Harwell-Portfolio/

A seeker of knowledge who currently has her sights set on a full-time web development position. Experienced in HTML5, CSS3, Javascript, JQuery, Bootstrap, Angular JS, Firebase, Node Js, MySQL, MongoDB, Express & Handlebars JS.

TECHNICAL SKILLS

Node.Js, Express, JavaScript, jQuery, React.js, React Native, GIT, Github, MongoDB, MySQL, Firebase, HTML, CSS, Bootstrap, Media Queries, APIs, JSON, REST, AJAX, the command line, computer science fundamentals, writing tests

APPLICATIONS BUILT

TrainTime
- A train schedule application that incorporates Firebase to host arrival and departure data.
- Moment.js, Firebase
- client-side data storage
- https://christieharwell.github.io/TrainTime/

R.P.S. Challenge
- A online multiplayer Rock, Paper, Scissors game
- Moment.js, Firebase
- client-side data storage
- https://christieharwell.github.io/R.P.S.Challenge/

Giphies
- An efficiency tracker, displays and tracks time spent on each task.
- Lead developer of a group of three
- MERN stack, Socket.io
- Built front end in React, enabled real-time chat through dynamic Socket.io connections
- https://christieharwell.github.io/Giphies/

EXPERIENCE

PL Marketing

Marketing Surge Team Member   2/2015 - Current
- Identify opportunities and make recommendations to improve product placement, promotional opportunities, and resolutions for any supply issues to increase quarterly revenue.
- Work independently to execute category marketing plans that have increased sales by

twenty-three percent.
- Partnering with other companies and departments on project completion of marketing campaigns.

Verizon Wireless - Business and Government Center Operations
Business Solutions Specialist   2/2012 - 11/2014
- Conducted analysis of business accounts to provide and implement ideal product matches for corporate clients based on their functions and requirements.
- Successfully met department metrics that led to increase in employee representative performance and Net Promoter Score while decreasing repeat customer calls within the Business Sales Solutions department.
- Responded to high-risk customers and potential disconnects to reduce customer loss and increase customer loyalty.

Verizon Wireless - Business and Government Center Operations
Business Support Coordinator   12/2010 - 2/2012
- Ranked in the top 20 for sales and up sales in the South Area Business and Government Center Operations.
- Analyzed and communicated complex and technical information by adjusting the language and terminology to meet the needs of customers in a professional manner.
- Troubleshoot, assessed, and resolved issues surrounding all facets of provisioning: billing, order status, pricing, delivery, activations, and account setup.

Extra Space Storage
Property Manager/ Storage Consultant   October 2006 - December 2010
- Managed accounts and maintained customer satisfaction by problem solving, conflict resolution, diffusing customers conflicts by using excellent communication and negotiating skills
- Performed Monthly Financial Management and regulated operations for facility functionality.
- Trained New Hires and provided Customer Service via face to face and over-the-phone contact with our customers.

EDUCATION
Georgia Institute of Technology
Full Stack Flex Program
An intensive program dedicated to designing and building web applications.

Atlanta Technical College – Continuing Education
Introduction to Networking
A program that explains networking fundamentals including software and hardware.