Amanda May

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Technical Skills:

* Visual Studio 2019 (C#)
* Object Oriented Programming
* ASP.NET MVC 5 / Razor
* REST using Web API
* HTML/CSS/Bootstrap

* Javascript/JQuery
* TDD(Nunit)
* Version Control (Git)
* Common Architecture Patterns
* Data/Class Modeling
* SQL Server

* Debugging Techniques
* Adobe Photoshop
* Adobe Illustrator
* ProCreate

Experience:

THE SOFTWARE GUILD   **2019- 2020**

C# .NET Apprentice

* The Software Guild is an intensive, fast-paced apprenticeship program that produces .NET/ C# full stack software developers.
* Used C# and the .NET framework to create a business application for a flooring company that enabled users to add, delete, & edit clients and orders. The program was also capable of reading and writing to text files to allow for product and state tax updates.
* Built MVC 5 application designed to allow a user to manage students attending a university as well as administrative features to allow changes to the courses and majors offered.
* Utilizes Github through gitbash for version control.

APPLE   **2014- PRESENT**

Small/Medium Business Specialist

* Consults with 20-30 high level business contacts daily to assess client needs and utilizes extensive product knowledge to develop complete hardware and software solutions within the Apple ecosystem.
* Maintains deep understanding of all retail business programs and offerings to ensure compliance with policy and procedure.
* Developed and delivered keynotes focusing on end users' product understanding for specific lines of business and customer empathy.
* Created an SMB upskill/refresh keynote for chat and delivered it during team meetings.

Flex Trainer

* Specialized in virtual facilitation using Blackboard and Webex and delivered 6+ remote module based training sessions for new hire training and 2+ upskills which led to employees being able to deliver a positive memorable experience and above average results.
* Restructured content to fit the needs of a Retail to small medium business phone sales team including setting a schedule approved by both the manager for the business and the training manager.
* Planned a daily schedule to effectively facilitate activities to cement understanding, to clarify and reinforce concepts while giving an appropriate time for breaks in allotted time.
* Administered skill demos to ensure specialists understand and can apply skills learned throughout training.

Rotational Supervisor

* Strengthened team morale by recognizing obstacles, communicating how to overcome them, and by creating a sense of accountability and community through team-building exercises and games.
* Identified performance gap and outlined coaching plan with underperforming specialists to achieve above average metrics overall compared to site average.

Mac Expert

* Achieved quarterly peer-nominated "MVP" award Q1 2016 for innovation, teamwork and results.
* Led and organized the mentoring program to ensure 6 peer mentors were on task and were giving the best coaching experience to their selected peer.

GAMESTOP   **2010- 2014**

Store Manager

* Hired, educated and trained store associates on company standards and customer service best practices and maintained top 10% in all of my stores.
* Created weekly schedules for up to 18 people to utilize maximum productivity time with minimal payroll anticipating volume based on sales trends and release schedule.

Education

B.S of Science in Game Art and Design, The Art Institute of Pittsburgh