DARRANEICA ROBINSON

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Portfolio: https://sage-cobbler-be71a1.netlify.app/

OBJECTIVE

As an IT graduate with over 8 years of hands-on experience in technical support, administration, communication, data entry, and management, I am now seeking a dynamic role in web development. My proficiency in web development fundamentals and frameworks, including Bootstrap, SASS, and JavaScript, combined with a proven track record of delivering quality and accuracy, positions me as a valuable asset to contribute effectively to web development projects.

EXPERIENCE

Aston Carter

Data Entry Clerk | August 2023 – September 2023

- Review catalog for errors and incompatibilities.
- Audit Google Docs Spreadsheet to ensure names, pictures, and taxonomy match for convenience and grocery barcodes.
- Research and write descriptions for SKUs.

1-800-FLOWERS.com

Data Entry Clerk | October 2021 – December 2021

- Reviewed data for errors and corrected incompatibilities.
- Updated customer data using Microsoft Excel spreadsheets.
- Inputting text-based and numerical information from source documents within a timeframe.
- Navigated multiple systems and managed multiple projects simultaneously.

Aerotek

Data Entry Clerk | August 2020 – February 2021

- Enrolled employees in health insurance benefits.

- Updated personal information in health insurance portals.

- Entered sensitive documents through the Salesforce system and carrier portals.

- Answered technical and payroll questions through the Salesforce email system.

- Helped with tickets and case audits, ensuring accuracy.

TTEC

Technical Support Agent | August 2017 – July 2020

- Answered inbound and outbound calls promptly.

- Responded to incoming chats and emails through the system.

- Resolved customer issues.

- Helped respond to Jira tickets.

- Troubleshot computer and network connectivity issues.

- Multitasked using several screens and pages simultaneously.

EDUCATION

Strayer University – Washington, D.C.

Bachelor's Degree | Information Technology | January 2019 – December 2022

- Maintained a 4.00 grade point average through college.

- Graduated with Summa Cum Laude and Honors.

- Completed multiple programming language classes. (EX. **Python**, **Java Programming, etc....**)

SheCodes – Remote

Bootcamp | Front End Developer | February 2023 – Present

- Learned the fundamentals of HTML, CSS, JavaScript, and React.

- Created functional projects with HTML, CSS, JavaScript. (Bootstrap and React)

- Used GitHub to display projects + Netlify to host webpages.

AWARDS AND ACKNOWLEDGEMENTS

- Recently joined **_Alpha Sigma Lambda_** as a member.

- Maintained **_President's List_** throughout college.

SKILLS

- Software Proficiency

- Project Management

- Web Development

- Computer Programming Languages (SQL, HTML, CSS, JavaScript)

- Troubleshooting

- Data Analysis

- Communication

- Problem-Solving

- Critical Thinking

- Time Management