DE'ZSA SMITH

🌐 DEZSASMITH.COM / 📍 LOS ANGELES, CA

CONTACT

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+1 (323) 391-4967

EDUCATION
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Computer Science
Santa Monica College
(2015 – 2017)

EXPERTISE
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WEB DEVELOPMENT
CONTENT WRITING
UI/UX DESIGN
DATA ANALYSIS
IT & CUSTOMER SUPPORT
PHOTO EDITING
VISUAL ART

SKILLS
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Google Analytics

Data collection and entry (78 WPM)

Search Engine Optimization (SEO)

Web/Graphics: HTML5 ▪ CSS3 ▪ SASS ▪
JavaScript ▪ Bootstrap ▪ PHP ▪ JSON ▪
XML ▪ SVG ▪ jQuery ▪ AJAX ▪ git ▪
Photoshop ▪ Illustrator ▪ Inkscape

Microsoft Office: Excel, Word

Written and verbal communication

EXPERIENCE

Internet Assessor, *Lionbridge*

Sept 2017 – *Present*   Remote

Brought on board to analyze and measure the quality of webpages, content, and search results to help improve the accuracy of Google's search engine, in place of their algorithm, and Google Assistant. Supplementing this major role is understanding users by researching their search queries and keeping up with cultural and media trends.

Intern / Shop and Data Manager, *Crateful*

Jan 2017 – Jul 2017   Los Angeles, CA + Remote

• Regularly maintained, edited, and organized client orders, menus, and delivery schedules from the site's backend using WooCommerce platform, Excel, and Word; wrote VBA macros to automate reformatting and editing
• Independently built Excel spreadsheets to manage delivery and customer service issues, inventory, and data gathered from email and phone inquiries
• Compiled, organized, and analyzed data to write site content, company standards and procedures, and marketing and informational emails
• Drew solutions to website information architecture, performance, and end user experience based on analysis of end user feedback
• Actively troubleshot errors revolving around website's frontend and backend, operational reports, data processors, and PC performance
• Answered email and phone inquiries

Intern / Front-End Web Developer, *Everwell Powered by Aflac*

May 2016 – Aug 2016   Pasadena, CA + Remote

• Collaborated with graphic designers to design mockups of software, web pages, and logos and icons using Adobe Photoshop; converted from PSD to responsive HTML
• Worked closely with front-end and back-end developers to build complex internal projects including five employee and applicant management systems (CSS3, Bootstrap, and jQuery)
• Debugged and cleaned CSS, HTML, and JavaScript code from previous developers