

**Emmalee E Barnett**  
emmerz6949@gmail.com • 706-538-8537  
Portfolio: <https://emmerz6949.github.io/emma-b-the-web-d>  
GitHub: <https://github.com/Emmerz6949>  
LinkedIn: <https://www.linkedin.com/in/emmalee-barnett-49900063>

## PROFESSIONAL EXPERIENCE

### **Pen Boutique**

April 2019 – Present

#### ***Customer Service Representative***

- Handled and responded to inbound and outbound calls, chats, and tickets.
- Utilized the Kayako ticket system, the Olark chat system, and the Gorgias ticket/chat system.
- Assisted store-front employees with in-store customers.
- Managed the company's Instagram and Facebook through posts, pictures, and videos.
- Created videos of new products to upload to the company's YouTube.
- Utilized Shopify and its inventory system.
- Updated product descriptions and titles on the company's website.

### **3Play Media**

February 2019 – May 2019

#### ***Transcript Editor***

- Demonstrated strong attention to detail while reviewing the desired content to be transcribed.
- Demonstrated strong attention to detail while editing any pre-existing transcription to completely match the related content word for word.
- Consistently met the deadlines for each transcription.

### **Breakout Games**

October 2017 – March

2019

#### ***Game Master***

- Communicated clues and rules effectively and concisely to guests based on the kind of guests in the rooms.
- Trained new hires on how to effectively and concisely communicate clues and rules to guests.
- Documented guests' waiver information.

### **Black Rocket Productions**

December 2017 to August 2018

#### ***Lead Instructor/Assistant Instructor***

- Instructed children of ages 8 – 14 on various technology-based courses such as video game design, level design, and programming.
- Created and managed student accounts.
- Maintained confidentiality of students' health records and personal information.
- Used Microsoft Office applications to document student payment information as well as to document hours worked.

### **Chick-fil-A**

October 2014 to April 2017

#### ***Cashier/Team Member***

- Demonstrated excellent customer service by repeatedly achieving a top seller status during promotional events.
- Duties included operating the cashier, preparing beverages, and stocking supplies.
- Assisted with the new hire training program.

- Routinely relied on by managers to fill shifts.

## EDUCATION

### **Full Stack Web Developer Certificate - Johns Hopkins Whiting School of Engineering**

May 2020 -

Present

- Gained proficiency in HTML5, CSS3, JavaScript, jQuery, Bootstrap, Express.js, React.js, Node.js, Database Theory, MongoDB, MySQL, Command Line, Git, Java, and more.

### **University of the People**

June 2016 – June 2019

*Accreditation: Distance Education Accrediting Commission*

- Completed some college. Majored in Computer Science.

### **Cyberjutsu Girls Academy**

January 2014 to June 2014

- Developed a web page using HTML and CSS & Assembled a computer and became familiar with various computer components.