

FELICIA WRIGHT

Phone: (206) 856-7540 | Email: Wrightfrw@gmail.com | Charlotte, NC 28278

LinkedIn: [/Felicia-Wright](https://www.linkedin.com/in/Felicia-Wright) | Portfolio: <https://github.com/Fedub1> | GitHub:
<https://github.com/Fedub1>

Front end web developer leveraging background in psychology to provide unique perspectives on how end-users interact with websites and software platforms. Earned a certificate in Full Stack Web Development from the University of North Carolina (Charlotte) Coding Boot Camp. Innovative problem-solver who is passionate about developing apps with a focus on mobile-first design and development. Strengths in creativity, teamwork, and building projects from ideation to execution.

TECHNICAL SKILLS

Languages: JavaScript ES6+, CSS3, HTML5, SQL, NoSQL

Applications: GitHub, MongoDB, MySQL

Tools: Express, React, Node, Handlebars, Query, Bootstrap

PROJECTS

Random Password Generator |

<https://github.com/Fedub1/Random-Password-Generator> |

<https://fedub1.github.io/Random-Password-Generator/>

- Summary: Password Generator that creates unique passwords based on criteria selected by users.
 - Role: Sole author
 - Tools: HTML, CSS, JavaScript, Bootstrap,

JavaScript Quiz |

<https://github.com/Fedub1/Javascript-Quiz> |

<https://fedub1.github.io/Javascript-Quiz/>

- Summary: Multiple choice quiz tests users' knowledge about coding.
 - Role: Sole author
 - Tools: HTML, CSS, JavaScript, jQuery, API, Bootstrap

Meck Biking Buddy |

<https://github.com/Melo718/projectone> |

<https://melo718.github.io/projectone/>

- Summary: Application helps users navigate the best biking routes in Mecklenburg county.
- Role: Front end designer , API contributor
- Tools: HTML, CSS, JavaScript, jQuery, API, and Bootstrap

greatReads |

<https://github.com/shelkelly/Project> |

<https://greatreadsproject.herokuapp.com/>

- Summary: Application helps users search popular books by title and author..
- Role: Front end designer , Backend contributor
- Tools: HTML, CSS, JavaScript, MYSQL, API, ES6 and Bootstrap

EXPERIENCE

Billing Specialist

2017-Present

The Hartford

Charlotte, NC

Developed a user-friendly webpage to bring attention to shelter needs, events, and services.

Key Accomplishments:

- Handles policy change requests on Workers Compensation, General Liability and Commercial Auto policies.
- Utilizes industry knowledge and creativity to performs audits and billing inquiries reducing customer call backs by 15%
- Boosted customer experience by 25% by introducing digital products and self service options.
- Collaborates with a team of 12 to provide high quality customer service decreasing customer effort by 15%.

Center Manager**2009-2016****Hopelink****Carnation, WA**

Managed service center which provided food bank services, emergency financial assistance, donations and housing.

Key Accomplishments:

- Managed a team of 6 direct reports and 25 volunteers to deliver emergency services which decreased customer hardship by 30%
- Developed procedures for providing emergency assistance to the community.
- Managed budget and increased overall client base by 20%.
- Trained and developed training materials for new hires which improved staff retention by 10%.

Program Supervisor**2009-2014****Hopelink****Bellevue, WA**

Supervised delivery of non-emergent transportation services in King and Snohomish Counties.

Key Accomplishments:

- Managed incident investigation process which helped decrease customer incidents by 15% over a 12 month period.
- Primary contact for the State of Washington Non-Emergent transportation team for customer concerns and VIP clients.
- Developed and distributed outreach materials which increased customer base by 40%.
- Developed procedures and reports to track service delivery and safety protocols.
- Trained and created training materials for staff increasing .

EDUCATION

Certificate, Full Stack Web Development – University of North Carolina Charlotte, NC

Psychology – Washington State University Pullman, WA