FELICIA WRIGHT

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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 | Written link to GitHub | Written link to deployed project
- Summary: Password Generator that creates unique passwords based on criteria selected by users.
- Role: Sole author
- Tools: HTML, CSS, JavaScript, Bootstrap,

JavaScript Quiz | Written link to GitHub | Written link to deployed project
- Summary: Multiple choice quiz tests users' knowledge about coding.
- Role: Sole author
- Tools: HTML, CSS, JavaScript, jQuery, API, Bootstrap,

Meck Biking Buddy | Written link to GitHub | Written ink to deployed project
- Summary: Application helps users navigate the best biking routes in Mecklenburg county.
- Role: Front end designer, API contributor
    - Tools: HTML, CSS, JavaScript, jQuery, API, Bootstrap,

EXPERIENCE

The Hartford   **2017-Present**
Billing Specialist   **Charlotte, NC**
Insurance professional specializing in payroll billing services.
Key Accomplishments:
- Handles policy change requests on Workers Compensation, General Liability and Commercial Auto policies.
- Performs audits, manages billing systems inquiries, and customer education of products and digital onboarding.
- Collaborated with all stakeholders successfully to meet team metrics.

Hopelink   **2009-2016**
Center Manager   **Carnation, WA**
Managed service center which provided food bank services, emergency financial assistance, donations, and housing.
Key Accomplishments:
- Managed direct reports and volunteer staff.
- Developed procedures for providing emergency assistance to the community.
- Managed budget and increased overall client base by 15%.
- Trained new servers and helped management create training guides and procedures.

Program Supervisor   **Bellevue, WA**
Supervised non-emergent transportation services in King and Snohomish Counties.
Key Accomplishments:
- Incident investigator who was a key contributor in service improvement, securing future contracts.
- Liaison between Hopelink and State of Washington Non-Emergent transportation team.
- Developed outreach materials and distributed across service areas.
- Developed procedures for transportation services to ensure clients were transported safely and timely to medical appointments.
- Trained staff and created training materials on client concern processes.

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

Psychology – Washington State University   Pullman, WA