

# FRANCES DARBAN

Los Angeles, CA 91345

Phone: 562-489-3496 | Email: [frankeydarban@gmail.com](mailto:frankeydarban@gmail.com)

LinkedIn: <https://www.linkedin.com/in/frankeydee> | Github: <https://github.com/FrankeyDee> |

Portfolio: <http://FrankeyDee.github.io>

## SUMMARY

Full Stack Web Developer with a background in Project Management and Client Services. Experience in multiple industries including tech start-up, design research, and market research. Established reputation as a strong leader and collaborative team member.

## TECHNICAL SKILLS

**Front-End Technologies:** HTML5, CSS3, JavaScript, ES6, jQuery, Bootstrap, ReactJS, JSX

**Back-End Technologies:** Node.js, Express.js, MySQL, MongoDB, Firebase

**Other Technologies/Tools:** Git, Visual Studio Code, Google Drive Services, GitHub, Zendesk, Jira, Confluence, Slack, Trello

## EXPERIENCE

### Project Manager

**2018-2020**

HALL & PARTNERS

Los Angeles, CA

- Provided expertise and proactive guidance on how to be as operationally efficient as possible.
- Managed multiple projects from high-revenue-making clientele such as Levi's, Taco Bell, American Honda Motor, Activision. With project values ranging from \$60,000 to \$2 Million per project.
- Mentored, developed and trained new members of research teams as part of their standard on-boarding. Trainees ranging from Jr. Research Analysts to Sr and Directory level Researchers
- Managed and delegated 3 Remote Analysts contracted to help with project deliverables.

### Project Manager

**2015-2017**

PRODEGE MR

El Segundo, CA

- Managed all aspects of project/study execution at the following phases:
  - questionnaire 'logic' review
  - survey scripting
  - sample & quota design
  - survey program testing
  - sample/UI testing
  - fieldwork launch, monitoring, and close (collecting IDs, confirming costs)
  - data delivery
  - Managing budget, expectations and completing invoicing
- Managed an average of 15-20 short-term quantitative research per week and 1-2 long-term qualitative research.

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## Lead, Customer Support Agent

**2013-2015**

Swagbucks.com

El Segundo, CA

- Maintained a 90% engagement on Swagbucks.com's Facebook page.
- Answered Customer Support tickets through Zendesk (avg. 80-200 Tickets per day) with a satisfaction rating of over 91% consistent year over year

## EDUCATION

**Certificate – Full Stack Web Development: UCLA Extension**, Los Angeles, CA 2019

**Bachelor of Arts – Consumer Sciences: California State University**, Long Beach, CA 2012