

# Lauren Gradford

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## PROFESSIONAL SUMMARY

Highly motivated and detail-oriented aspiring full-stack developer. Currently studying Computer Science with a specification in software engineering. Demonstrates a proactive approach to problem-solving and a collaborative mindset, contributing effectively within team environments. Proficient in multiple programming languages and enthusiastic about staying current with emerging technologies and industry trends.

## TECHNICAL SKILLS

HTML	React	Node.js	Data Management
CSS	Redux	MongoDB/Mongoose	Client Confidentiality
JavaScript	Frontend	Git/GitHub	Azure Cloud
Express	Backend	Project Management	

## EDUCATION

**Per Scholas** | Atlanta, GA

Software Engineering | 10/2023

**Champlain College** | Burlington, Vermont

Computer and Information Systems | 05/2024

## WORK HISTORY

**Internal Revenue Service** | West Des Moines, IA

Contact Representative | 08/2020 - 09/2021

- Secured and properly handled confidential data to protect against unauthorized access, improper transmission, and unapproved disclosure
- Counseled taxpayers on payment options and arranged installment agreements
- Monitored accounts for compliance with established payment plans and flagged noncompliance

**Hampton Inn & Suites** | Urbandale, Iowa

Front Desk Agent | 05/2018 - 12/2019

- Processed check-ins and check-outs for an average of 500 guests monthly.
- Responsible for in-house processing of identification and credit card data received from clients, to ensure data is run through proper scripts and programs on a time sensitive basis
- Provided constant customer service and support to management, colleagues, and clients
- Used internal software and POS to process hundreds of reservations, check-ins and check-outs

**Microsoft** | West Des Moines, Iowa

Consumer Product Advisor | 08/2016 - 05/2017

- Earned Employee of the Month Distinction in November 2016
- Helped customers discover new Microsoft products with enthusiastic and knowledgeable support
- Delivered technical support and repair of computers; installed operating systems and hardware peripherals
- Used ticketing systems to manage and process support dozens of actions and requests

**Wells Fargo** | Des Moines, Iowa

Customer Service Representative | 08/2015 - 12/2016

- Answered an average of 100 calls per day, addressing customer inquiries, solving problems and providing product information
- Implemented company policies and scripts to consistently achieve call-time and quality standards
- Achieved a 97% satisfaction rating through proactive one-call resolutions of customer issues
- Resolved concerns with products or services to help with retention and drive sales

**AWARDS**

Employee of the Month

**Microsoft**, November 2016