

McGrady Charles

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Junior web developer capable of front end creations integrated with back end databases that enhance the user experience.

TECHNICAL SKILLS

HTML, CSS, JavaScript, jQuery, Github, MongoDB, Bootstrap, Node.js, Express, React.js.

APPLICATIONS BUILT

Krystal Kollektor

A game based on math skills

-HTML, CSS, JavaScript, JQuery

<https://grady407.github.io/week-4-game/>

Trivia Game

An anime trivia game based on Dragonball Z

-HTML, CSS, JavaScript, JQuery

<https://grady407.github.io/TriviaGame/>

Veggie-Vegan Meals

A website intended for sharing healthy recipes

-HTML, CSS, React.js, JSX, MVC, Node.js, Express, MongoDB

<https://powerful-everglades-31496.herokuapp.com/>

EDUCATION

University of Central Florida – Continuing Education	2018
UCF Coding Bootcamp – Certificate of Completion	

University of Central Florida	Orlando, FL	2011
Bachelor of Science, Marketing – Business Administration		

Valencia Community College	Orlando, FL	2008
Associate in Arts, Business Administration		

EXPERIENCE

Tourico Holidays	Altamonte Springs, FL	2015 - Current
<i>Reservation Administration Agent</i>		

- Contact hotel suppliers via outbound calls to reconfirm and process reservations
- Answer inbound calls to assist suppliers with extranet, reservations, and invoices
- Negotiate with hotel suppliers in oversold situations
- Respond to supplier email inquiries regarding various contract and reservation issues

Laboratory Corporation of America	Winter Park, FL	2014 – 2015
<i>Specimen Processor</i>		

- Prepare laboratory specimens for analysis, testing, and storage
- Data entry of test codes with accurate patient and doctor information

CenturyLink	Altamonte Springs, FL	2013 – 2014
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Internet Helpdesk Agent (Contractor)

- Provide over-the-phone technical support for internet, video and voice customers
- Accurately identify issues and provide resolution for email, security software, high speed internet and home phone connectivity issues, wireless support, and customer education

Convergys

Lake Mary, FL

2012

Apple Advisor

- Provide technical support for the iPhone, iPad, and iPod Touch
- Troubleshoot issues with apple software on Windows and Mac OSX platforms
- Answer questions about apple related matters