

MELISSA RODRIGUEZ

🏠 Dallas, Tx 75252

✉️ Melissa.rodriquez@outlook.com

🐙 [GitHub/GrayAurora](#)

🌐 www.melissadevs.com

EDUCATION

Dallas County Community College
Computer Science, GPA 3.83
-2023

Nucamp Coding Bootcamp
Full Stack Web + Mobile Development
-Feb. 2022

SKILLS

HTML



CSS



JavaScript



Bootstrap



ReactJs



React Native



Git



Browser Developer Tools



Responsive Design



Figma



EXPERIENCE

April 2020 – Dec. 2021

Supreme Lending- Dallas, TX

Closing Quality Specialist (QA)

- Assessed the submitted mortgage loans for accuracy and reported any missing documentation and defects found
- Reviewed over 270+ loans per month
- Ensured closing and supporting documents were compliant with company guidelines
- Developed a means for the team to track progress and resulted in improved status updates, communication, and work performance

Nov 2018 – April 2020

Genpact LLC (Marcus by Goldman Sachs)- Richardson, TX

Senior Process Associate, Collections

- Utilized multiple operating systems for collecting payments and researching account information (Finacle, Pega, Appian, Qfiniti, etc.,)
- Maintained records of daily work
- Engaged with customers to relieve any delinquencies
- Documented all interactions for assigned accounts

Jan. 2017 – Nov. 2017/Aug. 2018 – Dec. 2018

Mi Cocina- Dallas, TX

Server

- Provided quality customer satisfaction through food order, delivery, and guest service
- Performed quick, fluent communications between front and back of house in both (English and Spanish) languages
- Administered side and cleaning duties upon arrival of work, throughout, and departure from restaurant
- Operated as a team with other members of the restaurant for the best dining experience

Aug. 2017 – Feb. 2018

Risk Theory LLC- Dallas, TX

Receptionist & Underwriting Assistant

- Managed and completed up to 15 agent submissions a day
- Worked closely with underwriter on processing potential and current clients
- Greeted guests and answered phone calls daily