

GLADYS ANGE ISINGIZWE

Boston, MA

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SUMMARY

Passionate and solutions-driven full stack web developer with a web development certificate from UC Berkeley Extension. Experience in 3D design utilising a combination of strong communication, collaboration, problem-solving, and analytical skills. Strong ability to design, build, and maintain websites from conception to production. Ability to work in a fast-paced and diverse team environment developing solutions and exceeding expectations.

TECHNICAL SKILLS

Front-end Development: HTML / CSS / JavaScript / jQuery / Responsive Design / Bootstrap / React.js / Progressive Web Apps / State management / handlebars / Local Storage / IndexDB.

Back-end Development: MERN stack (MongoDB, Express.js, React.js, Node.js).

Databases: MongoDB / SQL / NoSQL.

API Design: Client-Server / Model / API / REST / JSON / AJAX.

Deployment and Delivery: Heroku / Git / Shell Scripting / Unit Testing / Linting / Continuous Integration.

Other: Object-Oriented Programming (OOP) / Model-View-Controller (MVC)

PROJECTS

Project Name: Jeopardy Game | Link to GitHub: <https://github.com/mccoydidericksen/jeopardy-game> |
Link to Deployed Project: <https://mccoydidericksen.github.io/jeopardy-game/>

- A free, interactive game that tests a user's knowledge on a variety of topics with completely random categories & questions. It has a clean, ad-free design and features a global high score board, along with a unique game board on each refresh.
- Tools/languages used: HTML, CSS, Git, JavaScript, jQuery API, Canvas-confetti, Jservice API, JSONBin, Giphy API

Project Name: Project Panda | Link to GitHub: <https://github.com/bradcoleman60/project-panda> |
Link to Deployed Project: <https://pure-depths-43598.herokuapp.com/>

- A platform that aims to assist web developers in coding bootcamps by providing project planning documentation tools, eliminating the need for word processing applications. Additionally, it serves as a reference for future bootcamp students and teachers, allowing them to view project details such as team members, description, and technologies used by cohorts.
- Tools/languages used: HTML, CSS, Git, JavaScript, Node.js, MySQL, Sequelize

ADDITIONAL EXPERIENCE

Enterprise Systems Engineering Apprentice

Meta - Menlo Park, CA

03/2021-09/2022

- Delivered excellent technical/non-technical support with outstanding customer service satisfaction of 99%.
- Wrote a python API that automated access to an internal tool based on respective roles and saved 60% of the operational time.
- Contributed in developing a Linux troubleshooting wiki guide by providing 5 commands that enable the helpdesk team to investigate customers' problems.

Endpoint Deployment Technician

VMware, Inc - Palo Alto, CA

01/2021-03/2021

- Handled the hardware lifecycle for 20+ equipment deployed to VMWare colleagues within all USA/Canada locations daily.
- Managed ticket queue and configured 100+ systems for new hires prior to deployment monthly.
- Prepared, imaged 15+ new & used computers and deployed them as needed.

IT Service Support Professional Trainee

Job Train - Menlo Park, CA

10/2020-12/2020

- Completed an intense remote Google IT Services & Support Professional training with strong technical troubleshooting skills, deep understanding on how to manage and configure servers, and how to utilise systems administration knowledge to plan and improve processes for the IT environment.
- Diagnosed and resolved common internet connection problems for both PC and MAC.
- Created users and maintained group policies in Active directory environment.

Customer Success and Operations Coordinator

Zipline International Inc. - Muhanga, RW

10/2016-09/2019

- Coordinated and trained 430+ medical personnel on how to use Zipline internal software using computers.
- Developed 30+ Standard Operating Procedures (SOPs) to improve work efficiency and to comply with industry regulations.
- Documented, tracked, analysed feedback from customers using a ticketing system to ensure timely solutions.

EDUCATION

Full Stack Web Development	UC Berkeley, Berkeley, CA	March 2023
Systems Engineering Apprenticeship	Meta, Menlo Park, CA	Sept 2022
100 days of Coding with Python	Udemy	Apr 2022
Google IT Support Professional Certificate	JobTrain, Menlo Park, CA	Dec 2020
Biotechnology Bachelor Degree	University of Rwanda, Huye, RW	July 2015