# JASMINE MCBRIDE

SOFTWARE ENGINEER

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🏠 Atlanta, GA, USA

💼 https://jasmine-nicole.github.io/portfolio-website/

## PROFESSIONAL OVERVIEW

Motivated Computer Science student with a background in customer service leadership, currently transitioning into software engineering. Seeking an internship to apply technical knowledge in Python, Java, and web development while continuing to build hands-on experience.

## WORK EXPERIENCE

### Customer Service Supervisor

DEXIS, Alpharetta, GA | 2022- 2025

- Led a team of 8 in a high-volume customer service environment.
- Used analytical tools to track performance metrics and improve team operations.
- Collaborated cross-functionally with CRM and technical teams.

### Customer Service Supervisor

Tactic Edge Solutions, Atlanta, GA | 2017- 2021

- Managed 18 team members and facilitated training programs.
- Improved KPIs including CSAT and quality scores.
- Implemented structured onboarding and soft skills coaching.

## LANGUAGES

- Python
- Java
- JavaScript
- HTML
- CSS

## TOOLS & TECHNOLOGIES

- Git/GitHub
- Visual Studio Code
- Microsoft Office

## EDUCATION

**Bachelor's degree**
Computer Science, Georgia State University (Honors College)

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Political Science, Georgia State University (Honors College)

## SKILLS

- Communication
- Teamwork
- Critical thinking
- Time management
- Leadership
- Adaptability

## CERTIFICATIONS

**Certified in Python**
HackerRank
2025

**Certified in CSS**
HackerRank
2025

## PROFESSIONAL DEVELOPMENT

**Intro to Web Development**
CodePath
2025

**Full Stack Engineer**
CodeCademy
2025