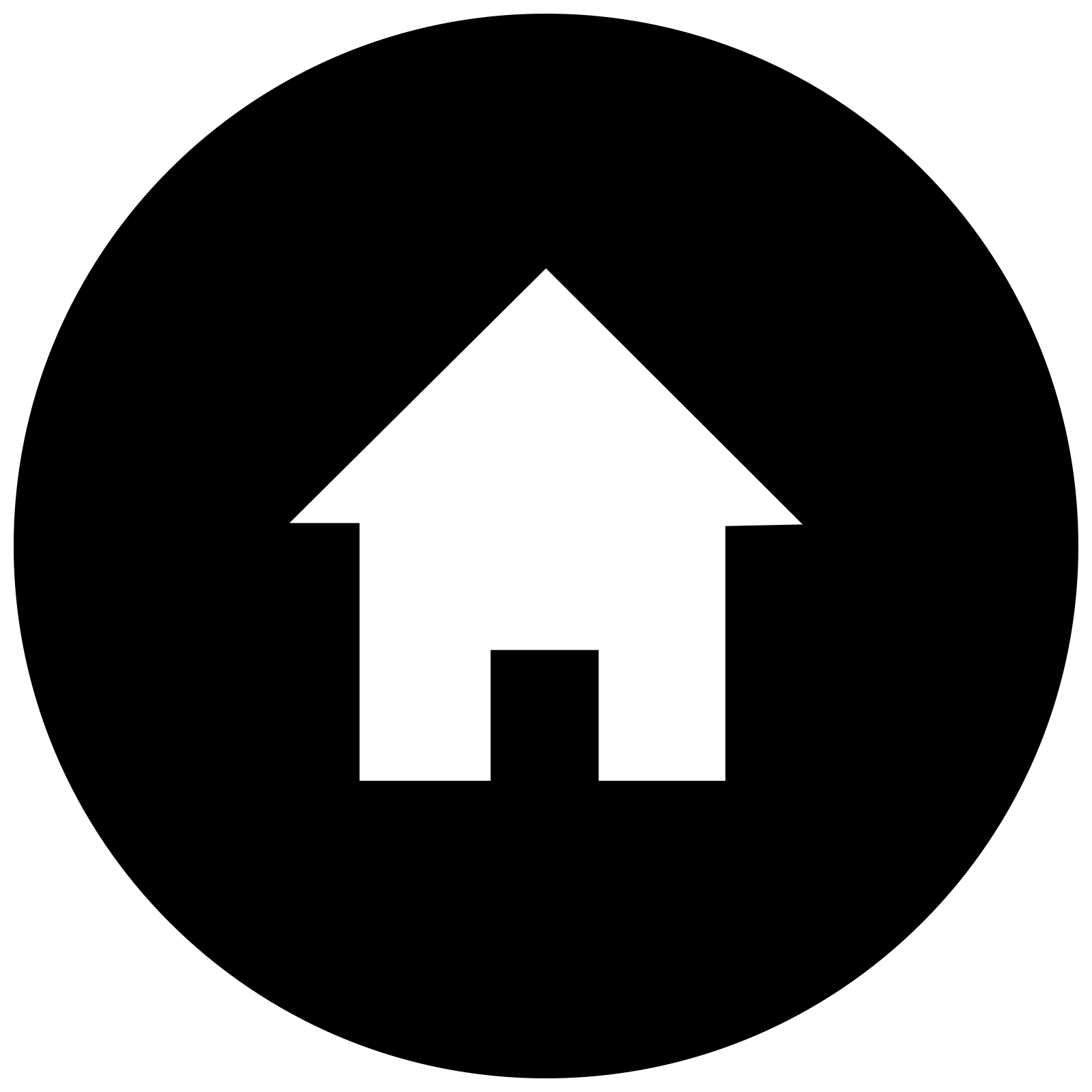
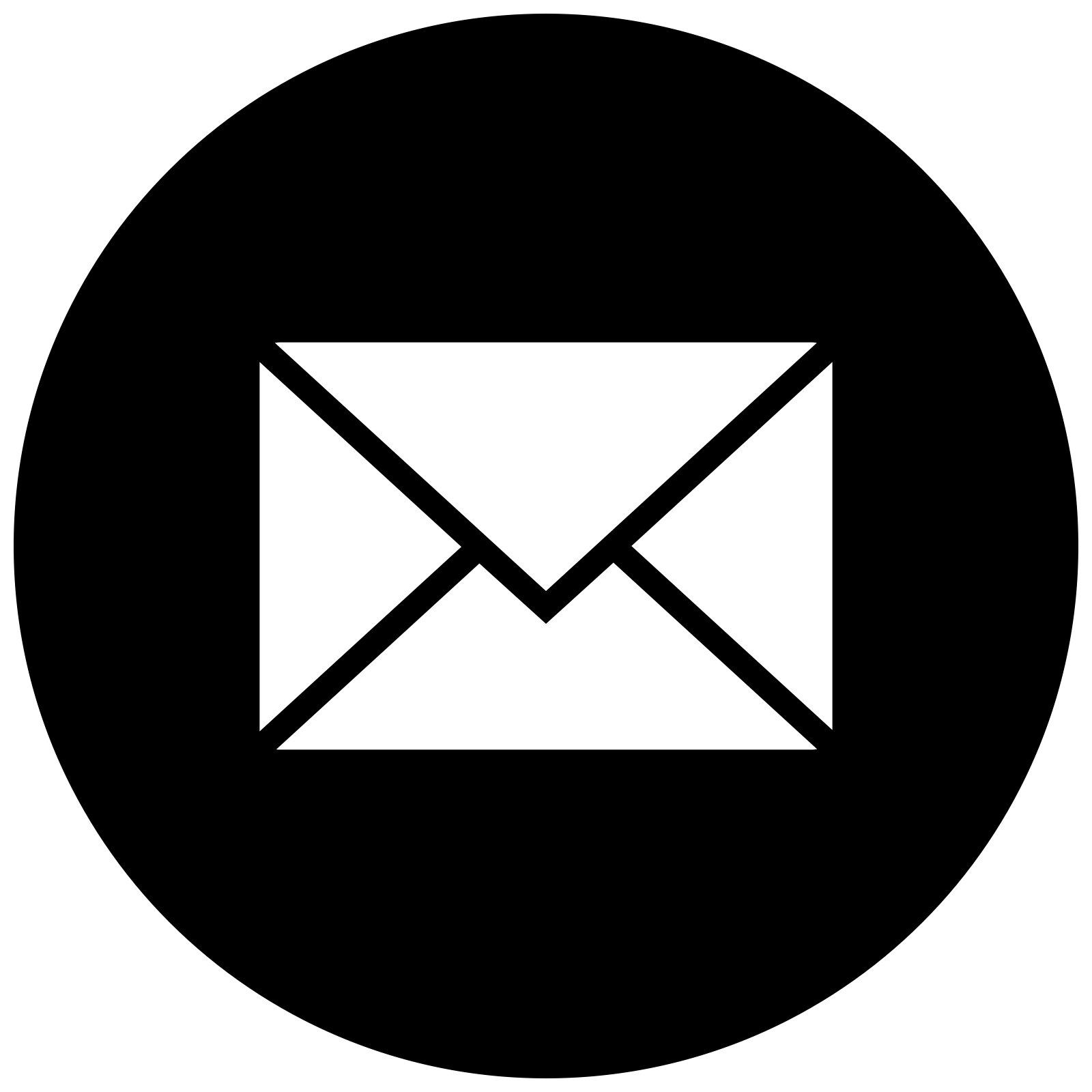
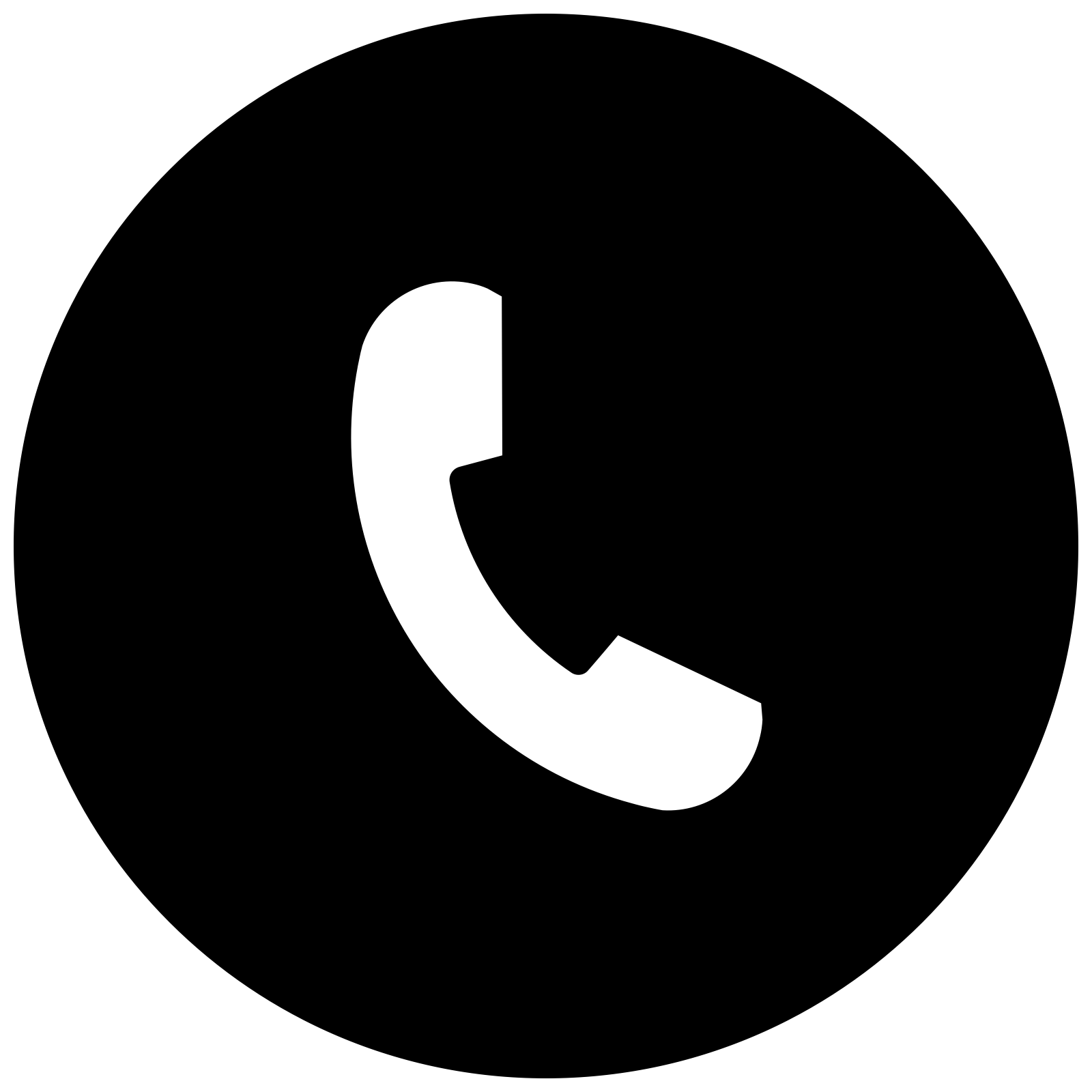
Jasmine mcbride

813-541-8653

jasminenmcbride3@gmail.com

Atlanta, GA, USA

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



SOFTWARE ENGINEER

# 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)

Bachelor’s degree

Political Science, Georgia State University (Honors College)

# Skills

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

# Professional Development

Intro to Web Development

CodePath

2025

Full Stack Engineer

CodeCademy

2025

# certifications

Certified in Python

HackerRank

2025

Certified in CSS

HackerRank

2025

# 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.