JEAN THOMAS

.NET DEVELOPER

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Webpage: JeanInTech.com
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EDUCATION

Grand Circus C# .NET Coding Bootcamp
Expected Graduation December 2020

Bachelor of the Arts in English
Oakland University
Graduated August 2015

Associate of the Arts
Macomb Community College
Graduated December 2013

SKILLS

Languages:
- C#
- HTML5 & CSS3
- JavaScript
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Frameworks:
- .NET
- EF Core

Other:
- Power BI
- Git/GitHub
- Web APIs
- OOP
- TDD
- SQL Server
- Adobe Photoshop,
- Google Analytics

CERTIFICATIONS

Responsive Web Design Certification
freeCodeCamp
July 2020 – Current

JavaScript Algorithms and Data Structures Certification
freeCodeCamp
October 2020 – Current

PROFESSIONAL STATEMENT

High performing, self-motivated software developer who is focused on creating digital solutions to real world problems. Familiar with C#, .NET, and SQL Server. Recipient of the NCWIT Digital Initiative scholarship and will be graduating Grand Circus' C# .NET Fulltime Bootcamp in December 2020.

PROJECTS

Let's Eat
Collaborative project. Utilized ASP.NET Core to create a web app that uses an API. Allows user to search through the database and add/delete favourite recipes

Task Management
Utilized ASP.NET Core to create a task management web app (MVC) to allow the user to set tasks and ensure that team members are completing tasks by a given deadline.

Library Terminal
Collaborated with teammates on a software project created with C# that is focused on object-oriented design, documentation (File I/O), and version control.

WORK EXPERIENCE

Social Media Community Manager | Contracted by General Motors via Populus Group
January 2018 – March 2020 | Detroit, Michigan
- Exceeded expectations in first-ever role to provide a dual-role approach for Cadillac social media platforms, bringing personalized engagement for high quality customer interactions
- Reduced average Customer Response Time from over 24 hours in 2018 to under 20 minutes at the beginning of 2019
- Worked alongside marketing teams to promote new products and initiatives; such as responding to organic content generated by the live XT4 product launch and monitoring the @BuildMyCadillac Twitter bot for consumer inquiries and lead generation opportunities
- Led a product demonstration of the XT4 to a team of 58 Social Media and Dealer Chat advisors, explaining unique vehicle selling points and educating advisors on new technologies to increase team's overall product knowledge for improved Customer Satisfaction (CSAT) scores

Social Media Advisor | Contracted by General Motors via Morley Companies Inc.
July 2017 – January 2018 | Detroit, Michigan
- Within the first 6 months, I was recognized as Agent of the Quarter for 2017 Q4
- Proactively assisted customers by offering high product knowledge, dealership/vehicle locate and clarifying general inquiries while exceeding key performance metrics
- Created Marketing Support Training to educate a team of 20+ advisors

Marketing Support Advisor | Contracted by General Motors via Morley Companies Inc.
January 2016 – January 2017 | Detroit, Michigan
- Crossed trained in Tier 1 & Tier 3 chat operations and developed chat flow processes for both
- Entrusted to pilot multiple programs before implementation (i.e. eCommerce Accessories; Discount Programs; etc. and develop best practices for these programs.