

Jennifer D'Agostino

Junior Analyst in Pompano Beach, FL

Integrity-driven, business professional with a passion for improving processes by focusing on efficiency and effectiveness. Inquisitive and intuitive by nature, accomplished troubleshooter. Looking to join a team as a junior analyst with the potential to move into a developer role.

PHONE 603-498-5233 | **EMAIL** jennifer.ann.dagostino@gmail.com

GITHUB <https://github.com/JennAnnDag7> | **LINKEDIN** <https://www.linkedin.com/in/jenniferd7/>

PROJECT EXPERIENCE

SeeSpot Dog Walk Tracker — LaunchCode, Deerfield Beach, FL

- Designing web app that gives users the possibility to track their pates behavior via walks, meals, and potty breaks.
- Create and maintain 3 remote databases that run user profiles, pet profiles, and breed options.
- Identify, recommend, and prioritize new Web features for the application in conjunction with project manager and development team
- Demonstrating coding proficiency with C# and .Net application

Grocery Tracker — Personal Project

- Modifying various existing web applications to create an app that tracks expiration dates and available groceries in users home
- Researching themes and existing web applications to provide customized solution for food supply management

WORK EXPERIENCE

Student Analyst — LaunchCode, Deerfield Beach, FL

June 2019 - Present

- ♦ Learned a foundation of computer programming languages such as Python, HTML, SQL, and C#.
- *One of 125 accepted for program out of 650+ applicants; one of 62 graduates.*
- *Completed Units 1, 2 and 3 submitting all assignments; advancing to Liftoff project creating a web application.*

Client Services Advisor — Windham Professionals Inc, Salem, NH

Jan 2013 - June 2019

- ♦ Responsible for all aspects of customer service and account management in multiple verticals both in the collections and call center environments.
- *Responsible for data analysis and reporting such as stack rankings of collection amounts, placement totals and liquidation rates as well as call center metrics such as service level, average handle time and abandon rates.*
- *Coordinated rollout and transition of FICO and vTiger systems and processes including, creation of instructional reference documents and training employees resulting in a smooth transition and minimizing downtime.*

SKILLS

PROGRAMMING LANGUAGES

- C#
- Java
- Python
- JavaScript
- HTML5/CSS3

FRAMEWORKS

- ASP.NET Core
- ASP.NET
- Flask

DATABASES

- SQL

TOOLS

- Github
- Visual Studio
- Visual Studio Code

- *Delivered a high level of customer service to clients in the Education, Retail and Insurance verticals leading to a collection of accolades.*
- *Simplified report generation for a VIP client resulting in the reduction of hours spent compiling and preparing data for client review.*
- *Led a client-affecting, time-sensitive, and executive-level driven project, collaborating with General Counsel, which aimed at eliminating company risk.*

Independent Business Owner — Shop.com, Greensboro, NC

Aug 2009 - May 2014

- ◆ Owned an internet franchise offering a wide variety of products as well as online discounts and cash back rewards with well-known retail stores.
 - *Created marketing materials to promote business and products.*
 - *Represented business and products at networking events.*

Senior Manager — Micro Works Computer Center, Andover, MA

Aug 2006 - Aug 2010

- ◆ Managed different aspects of the business including purchasing, invoicing, system conversions
 - *Worked with product manager to convert accounting software from QuickBooks to Sage Peachtree which included training office team members.*
 - *Created efficient process to manage IT service tickets from request to invoice.*

National Training Team Coordinator — Verizon, Andover, MA

Aug 1997 - Jul 2006

- ◆ Promoted numerous times throughout my tenure providing customer and company support to the call centers across the nation.
 - *Participated in upgrade of technician scheduling system. Identified issue that could have affected 1200 call center representatives before upgrade was implemented.*
 - *Created correspondence for executives, support staff, clients, and vendors such as PowerPoint presentations, proposals, agreements, Scope of Works, and marketing materials contributing to the company's professional reputation.*
 - *Compiled and disseminated data using Excel and PowerPoint for sales, collections and call centers to easily identify successes or areas of opportunity.*

Leadership

Board of Trustees

Held an elected position for 6 years for a 94-unit condominium complex overseeing decisions in order to keep the association well-maintained and financially strong.

Board of Directors

Elected for a 2-year term for the Exchange Club, a nationally recognized community service organization, partnering with others to promote patriotism, honor our servicemen and women and hold fundraisers for scholarships given to local students.

EDUCATION

LaunchCode, LC101 Programming Course — 2020

Plymouth State College, BA, Business Management — 1996