

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.

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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 ability to track their pets behavior via walks, meals, and potty breaks.
- Create and maintain SQL databases that run user profiles, pet profiles, and breed options.
- 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. Currently working in the final project phase.

Client Services Advisor — Windham Professionals Inc, Salem, NH

Jan 2013 - June 2019

- ♦ Responsible for all aspects of customer service and account management in Education, Retail and Insurance verticals for the collections and call center environments leading to a collection of accolades.
 - Compiled, analyzed and reported 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; identifying issues, creating instructional reference documents and training employees.
 - Led a client-affecting, time-sensitive, and executive-level driven project, collaborating with General Counsel, which aimed at eliminating company risk.

EDUCATION

LaunchCode, LC101 Programming Course — 2020

Plymouth State College, BA, Business Management — 1996

SKILLS

PROGRAMMING LANGUAGES

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

FRAMEWORKS

- ASP.NET Core
- Flask

DATABASES

- SQL

TOOLS

- Github
- Visual Studio

Leadership

Board of Trustees -

Casablanca Townhomes
3 terms

Board of Directors -

Exchange Club of Lawrence, MA
1 term