

Jesse R Felix

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PROFILE

Motivated Full-Stack Web Developer excelling in UX, design, and accessibility. Skilled in client education and communication. Proven in sales, customer service, and frontend development. Adept at presenting complex information. Eager to contribute expertise to new projects.

PROFESSIONAL EXPERIENCE

Full-Stack Web Developer, *Perpetual Education* 2022 – 2023

- Completed a comprehensive web development program, gaining practical experience in full stack web development with a strong emphasis on design, user experience, accessibility, and problem-solving.
- Demonstrated proficiency in both front-end and back-end development, including creating responsive and accessible user interfaces, designing APIs, managing databases, and writing server-side code.
- Worked in a team environment to build skills in delegating code to my team and reviewing potential issues.

Educator, *Lululemon* 2022 – present

- Delivered exceptional customer service by engaging with guests, assessing their needs, and providing personalized purchase and return solutions.
- Collaborated effectively with team members to ensure optimal guest experiences and support smooth store operations.
- Identified opportunities for process improvement, implementing solutions to enhance operational efficiency and elevate the customer experience.

Specialist, *Apple* 2019 – 2022

- Achieved a 98% customer approval rate by effectively handling ambiguity and making informed decisions.
- Successfully communicated technical information to non-technical clients, resulting in exceptional assistance and satisfaction.
- Utilized extensive knowledge of over 50 technologies, plans, and services to efficiently solve problems.

Associate - Operations Supervisor, *Puma* 2016 – 2019

- Proven track record in developing and implementing sales strategies, setting targets and goals, and analyzing data for continuous improvement.
- Demonstrated exceptional leadership skills by providing guidance, training, and support to team members, resulting in improved performance and increased morale.

EDUCATION

Bachelor of Science (B.S.), Business Finance, 2020 *California State University of Los Angeles*

- Solid grasp of accounting principles and financial regulations, ensuring compliance and accuracy in financial processes.
- In-depth understanding of financial markets, investments, and risk management strategies.

SKILLS

Website Development

HTML, CSS, Javascript, PHP, Wordpress, NODE.js, Vue, REACT, databases

Languages

Spanish

Customer Relationship Management

Problem-solving. Organized. Team-first mindset. Strong work ethic.

Data Entry

Excel