JESSICA JJ BRYANT

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JUNIOR WEB DEVELOPER

- **December 2021 Graduate of Commonwealth Coder's Web Development Program.** Skills Developed: **HTML**, **CSS**, **SASS**, **Bootstrap**, **JavaScript**, **React**, **Axios**, **Node.js**, **Express**, **MongoDB**, and **Mongoose** with **Terminal**, **VSCode** (Virtual Studio), **Git**, **GitHub**, and **Chrome DevTools**. **Deployment** also. Committed to developing skills and continuing to learn technical languages.
- 7 years' bookkeeping experience and 5 years Tax Preparation experience • PTIN #P02111961 **honed mathematical and statistical skills that compliment coding**
- 19 years as a teacher and academic coach; **designed (using basic HTML and early CSS) and deployed team webpage in 2005 when a full-time teacher**
- **Strong empathetic people service skills** – 93% customer service scores on H & R Block client experience survey (90% gave perfect scores) – Over 100 100% scores for customer service & accuracy on calls at Blackboard using **SalesForce**

WORK EXPERIENCE

TEACHER • PULASKI COUNTY SCHOOLS • 2017 – 2021 (SUB), 2000-2011 (MIDDLE SCHOOL ENGLISH AND ARTS & HUMANITIES)
- Improved writing scores 61 points (over 300%) during 2000-2011 (**exceeded goals** every year).
- **Designed and Deployed Academic Team Webpage** while coach (2005-2011)
- Presented **writing and reading strategies** at the Kentucky Teaching and Learning Conference
- Awarded Principal, **Loyalty**, **Perseverance**, & Who's Who Among America's Teachers **Awards**

TAX ACCOUNTANT • H & R BLOCK • 2019 – PRESENT
- Prepared tax returns for individuals & small businesses. Applied knowledge of tax laws & concepts. Strong & quick **research skills** on government websites & knowledgebase toolkits. Persistent & determined to find the right answers.

SELF-EMPLOYED TAX PREPARER, BOOKKEEPER, & ACCOUNTANT • 2014 – PRESENT
- Performed bookkeeping & tax preparation for individuals and businesses, including an S Corporation (1120S) & farm reporting. **Proficient in Office suite**, ERP software for accounting & risk management (SAGE), GAAP.

FACILITATOR & RECRUITER FOR CJREGIONAL SOMERSET SITE • EASTERN KENTUCKY UNIVERSITY • 2020 – PRESENT
- Applied critical thinking and problem solving to **increase social media** contacts by 526%

TECHNICAL SUPPORT AGENT • BLACKBOARD • 2014-2016
- Guided students, instructors, & parents through **troubleshooting technology problems (computer operations, software & hardware).**
- Documented customer interactions, questions, & issue resolution through SalesForce.
- Mentored new team members (coached on best practices).

SELF-EMPLOYED WRITER, TUTOR, & SECRET SHOPPER 2011-2018
- Contracted through multiple businesses, strong written and verbal skills.

EDUCATION

Web Development • 2021 • Commonwealth Coders • Kentucky Workforce Development Board
Accounting Associates • 2019 • Somerset Community College • 4.0 GPA
Instructional Leadership Master's • 2005 • Eastern Kentucky University • 3.7 GPA
Secondary English Education Master's • 2001 • Eastern Kentucky University • 3.7 GPA
Speech & Theater Education Bachelor's • 1996 • Eastern Kentucky University • 3.2 GPA