

JENNA HALLAM

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Summary

Professional with 10 years of combined IT and customer service experience looking to translate coding and people skills into a career as a developer. As an instructor for Eleven Fifty Academy's software development program, I am poised and ready to put hard-earned skills into practice.

Skills & Highlights

- **Languages:** C#, HTML5, CSS, APEX, SOQL
- **Frameworks:** Entity Framework, .NET, Lightning Component Framework
- **Methodologies:** Agile (Scrum, Kanban)
- **Environments:** Visual Studio Community 2019, Visual Studio Code, Salesforce Lightning
- **API Testing:** Postman API, Swagger
- **ORMs:** Entity Framework, LINQ
- **Design Patterns:** MVC, N-tier Architecture, Repository Pattern
- **Services:** GitHub, Azure (deployment)

Professional Experience

Eleven Fifty Academy (Indianapolis, IN)

Aug 2020 – Present

Instructor (Software Development)

- Support up to 60 students through their enrollment in the Software Development program. Coach through debugging, C# syntax, and fundamentals.
- Provide support to students by checking in to gauge progress and improvement throughout the program.

Dia&Co (Remote)

Jan 2018 – Apr 2019

Stylist

- Selected clothing items tailored to each customer's preferences and performed at or above sales performance standards every month.
- Reported bugs to the development team on a daily basis when interacting with the agent dashboard.

GEICO (Carmel, IN)

Feb 2014 – Feb 2016

Licensed Insurance Representative

- Obtained Insurance Producer's License in over 10 states and maintained continuing education requirements.
- Received "Cream of the Crop" award (twice) for achieving a place in the top three agents based on metrics.
- Handled 50+ calls per day while maintaining state-specific guidelines and procedures.

Education

Salesforce and Deloitte Pathfinder Program

Oct 2020 – Feb 2021

Graduate

- **Relevant coursework:** Apex programming, Salesforce Lightning
- **Certifications:** Platform Developer 1 (in progress)

Eleven Fifty Academy (Indianapolis, IN)

Apr 2020 – Jul 2020

Software Development Program

Awards: Core Value Award for Leadership

- **Relevant coursework:** Database Design and Development, Data Management, Object-oriented programming logic
- **Related Projects:** Developed vocabulary flash card website using asp.net