**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 instuctor 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