

# Joanne Liszewski

Phone: (480) 310 9875 | Email: [joanneliszewski@gmail.com](mailto:joanneliszewski@gmail.com) | Greater Phoenix Metro

I'm driven to partner with organizations that share my dedication to uplifting communities. By leveraging technology as a catalyst for change, I strive to expand their reach, amplify their impact, and streamline their efforts in delivering meaningful support across the globe. Through collaboration and a shared commitment to purpose, we can create lasting, tangible change—one project, one community, one life at a time.

## TECHNICAL SKILLS

- React, JavaScript, TypeScript,
- Node.js, Express, Socket.io, MongoDB, NoSQL, REST
- Tailwind CSS, Bootstrap
- Git, GitHub, Gitlab
- Agile, Scrum, GitLab Issues, CI/CD

## PROFESSIONAL SKILLS

- Communication: Strong written and verbal communication skills
- Collaboration: Proven ability to work effectively within cross-functional teams
- Leadership: Experience leading through training, coaching, and performance management
- Problem-Solving & Critical Thinking: Ability to analyze client situations, identify root causes, develop solutions, and implement effective strategies
- Empathy & Compassion: Understanding the challenges faced by individuals and providing compassionate support
- Time Management & Organization: Successfully manages multiple projects simultaneously and prioritizes tasks effectively to meet deadlines consistently.
- Adaptability & Flexibility: Comfortable learning new technologies, adjusting to changing project requirements

## EXPERIENCE

### Full Stack Web Development Persevere Coding

2024-2025  
Phoenix, AZ

Full Stack Developer with a strong background in both front-end and back-end development. Proficient in JavaScript, HTML5, CSS3, and familiar with modern React. Strong understanding of Node.js, Express.js, REST, and MongoDB. Skilled in Agile/Scrum methodologies, test-driven development, and continuous integration practices. Adept at troubleshooting and optimizing applications for maximum speed and scalability.

### Key Accomplishments:

- Gained expertise in building responsive user interfaces using the frontend framework React. This includes understanding the structure of components, state management, and handling events.
- Mastered Node.js and REST design principles.
- Gained skills in database design and management, using MongoDB and APIs for data exchange.
- Learned about backend frameworks and how to set up servers and handle routes.
- Mastered the overall architecture of a web application, understanding how frontend and backend interact with each other, and how to use Express.js for building APIs in Node.js.
- Used Git for all projects and also collaborated with Git in a team setting.
- Gained skills in debugging code to identify and fix issues.
- Developed time management, communication, and teamwork skills necessary for managing web development projects effectively.
- Applied Agile methodology Scrum for efficient project management and rapid development of web applications, including Daily Standups and Sprint Retros, and other Agile ceremonies.

**CCJ Housing Advocate / Shelter Coordinator  
(Coalition for Compassion and Justice)**

**2016-2018  
Prescott, AZ**

As a Housing Advocate and Shelter Coordinator, I provided comprehensive support to individuals and families experiencing homelessness or housing insecurity in Prescott. My responsibilities encompassed both direct client services and the efficient management of shelter operations.

**Key Accomplishments:**

- **Case Management & Advocacy:** Provided individualized case management, including needs assessments, service plan development, resource coordination, and progress monitoring for clients. I also served as a fierce advocate for their interests when interacting with landlords, property managers, government officials, and other stakeholders.
- **Housing Support & Outreach:** Offered housing counseling to empower clients by educating them about their rights, options for securing or maintaining housing, and strategies for preventing future homelessness. Actively engaged in community outreach to build trust with individuals experiencing homelessness and connect them with available resources and services.
- **Shelter Operations & Program Development:** Overseeing the daily operations of the shelter ensured smooth running and effectiveness through coordinating bed assignments, implementing safety procedures, managing a team of volunteers, and preparing regular reports on activities and client outcomes. Collaborated with colleagues to develop innovative programs and initiatives addressing housing instability, homelessness, and related community issues.
- **Resource Coordination & Data Analysis:** Leveraged relationships with various organizations, government agencies, and service providers to coordinate resources for clients. Collected and maintained data on client outcomes, program effectiveness, and local homelessness trends through the HMIS system, reporting findings to relevant partners.

**Customer Service Call Center Manager/ GUI Programmer  
TKS/Landmark Media**

**2012-2016  
Glendale, AZ**

My journey at TKS began in customer service, where I excelled as a Call Center Manager for major news publications like The Arizona Republic, The Virginian Pilot, and The New York Post. I oversaw daily operations, fostering a culture of excellence within my team while ensuring high-quality customer service across all three titles. A key accomplishment was leading the successful rollout of The Virginian Pilot's digital edition on iPad and Android tablets in 2014, demonstrating my ability to strategically plan and execute initiatives that met both customer needs and company goals.

**Key Accomplishments:**

- **Leadership & Development:** I managed a team of call center agents, providing ongoing training, coaching, and support to enhance their skills and efficiency. I implemented performance management systems, monitored key metrics (call volume, average handling time, customer satisfaction), and consistently worked to improve service quality across all departments.
- **Customer-Centric Operations:** Collaborated across departments (circulation, billing, subscription services) to address customer concerns promptly and professionally. Established a high level of customer satisfaction by addressing issues courteously and effectively, actively seeking feedback to continuously improve both the digital product and support processes.
- **Process Optimization & Technology Integration:** Continuously evaluated call center technology, processes, and tools to optimize efficiency, reduce costs, and enhance the overall customer experience. This included staying up-to-date on tablet technologies, operating systems (iOS and Android), and digital newspaper platforms.
- **Full Development Lifecycle:** From conception to implementation, I spearheaded the entire GUI development process using programming languages like C++ or JavaScript (depending on platform), ensuring each interface was functional, intuitive, and aligned with product goals and branding guidelines.
- **User-Centered Design:** I created design mockups adhering to usability principles and user feedback, resulting in seamless interactions and a smooth user experience. Each GUI responded effectively to clicks, hovers, and scrolls, providing clear feedback at every stage.
- **Collaborative Development:** Worked closely with cross-functional teams (developers, designers, project managers, QA) throughout the development lifecycle to integrate the GUI seamlessly into the overall product ecosystem.
- **Continuous Improvement:** I actively monitored user feedback and analytics to identify areas for improvement and implemented updates to enhance both functionality and aesthetics. This commitment to continuous improvement ensured the GUI remained relevant and user-friendly over time.