

KEENA WASHINGTON

SUMMARY

Detail-oriented Software Engineer skilled in C#, HTML/CSS, and JavaScript, created streamlined inventory management and appointment scheduling solutions. Drawing on ten years of customer service, excels at user-focused software design and advanced database management. With a B.S. in Software Engineering from Western Governors University and multiple certifications. Seeking a long-term role to continue expanding knowledge in the software engineering field, working to improve skills, and learn new software.

SKILLS

C# PROGRAMMING

Demonstrates strong proficiency in C#, capable of using advanced coding techniques, like Polymorphism and Inheritance, to ensure code is maintainable and scalable for the future.

JAVASCRIPT, HTML, AND CSS PROGRAMMING

Strong proficiency in JavaScript, HTML, and CSS. Excels at making dynamic front-end elements using HTML and CSS. Can also use JavaScript for interactive webpages and API connections.

DATABASE ANALYSIS AND VISUAL REPRESENTATION OF DATA USING SQL

Advanced is using SQLite, PostgreSQL, Amazon Aurora, DynamoDB, SQL Server, and MySQL. Capable of creating schema and structuring data for programmatic insertion, deletion, and editing. Upholds data integrity using primary and foreign keys, data constraints, and triggers. Has the ability to secure data through encryption and hashing.

UI/UX DESIGN

Drawing on extensive application and website-building experience has developed a deep understanding of crafting clean, intuitive interfaces and delivering unforgettable, engaging user experiences. Leverages strong design principles and user-centric testing to consistently produce streamlined interfaces.

CUSTOMER SERVICE

With over a decade of hands-on experience in customer service, excels at building genuine connections and maintaining high satisfaction levels by collaborating closely with coworkers and management, consistently refining processes to deliver warm, personalized client experiences. Has a high commitment to empathy and adaptability, ensuring that each customer interaction is positive, efficient, and memorable.

TIME MANAGEMENT

Demonstrates exceptional time management skills, having consistently balanced multiple responsibilities at once. As a dedicated father of two, he has effectively maintained college coursework, held two jobs, job site responsibilities, and prioritized family commitments. His ability to excel in high-pressure environments while maintaining a healthy work-life balance highlights strong organizational skills and resilience.

EDUCATION AND CERTIFICATION

WESTERN GOVERNORS UNIVERSITY — B.S. IN SOFTWARE ENGINEERING, 2025

AXELOS — ITIL 4 FOUNDATIONS CERTIFICATION, 2025

AMAZON WEB SERVICES — CERTIFIED CLOUD PRACTITIONER, 2025

UNIVERSITY OF MICHIGAN — PYTHON SPECIALIZATION, 2023

UNIVERSITY OF COLORADO BOULDER — GRAPHIC DESIGN CERTIFICATE, 2023

UNIVERSITY OF COLORADO BOULDER — BUSINESS WRITING CERTIFICATE, 2023

AWARDS

WESTERN GOVERNORS UNIVERSITY — ACADEMIC EXCELLENCE AWARD

EXPERIENCE

MANAGER, SPECIALTY RETAILER; BERKELEY LAKE & TUCKER, GA — 2018-PRESENT

- Planned sales growth by analyzing market trends and seasonal fluctuations.
- Created advertising and marketing material. Oversaw 4 employees.
- Created a standalone rewards point system.
- Managed POS Database and architecture for multiple locations.
- Managed stock control and reordered merchandise for multiple locations.
- Deposited cash profits into the company accounts.

PRIVATE HIBACHI CHEF, LET'S HIBACHI; VARIOUS LOCATIONS, GA — 2024-PRESENT

- Perform cooking shows for groups of all demographics and audience sizes. Includes a magic and fire-breathing show during and after the meal.
- Provides a unique customer experience while offering a fine dining level of service.

CARPENTER, KAZWELL PAINTS; STONE MOUNTAIN, GA — 2014-2018

- Mostly included Painting and Finishing work.
- Cabinet, drywall, and cabinet installation.
- Created kitchen and bathroom backsplash designs with tile as well as paint.
- Performed minor electrical work.

PHOTO DEPARTMENT HEAD, WALGREENS; NORCROSS, GA — 2013-2015

- Handled stock control and reordering materials.
- Solely responsible for the repair and operation of the complex wet lab silver halide photo-processing machinery.
- Developed and edited camera film in a detailed and delicate red room process requiring high attention to detail.
- Achieved employee of the month for almost a year straight, allowing for a fast promotion to department head in the first year.