

# Tishaya Thompson

**Full Stack Developer** | Terryville, CT | 203-695-3232 | tishaya.thompson@outlook.com

**GitHub** | <https://github.com/Kiyo-io>

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## PROFILE

Bottom Line:

- 7+ Years of **immersive customer service experience** in dynamic environments, including restaurants.
- Proven ability to address and resolve customer concerns with **exceptional problem-solving skills**.
- 4+ Years in store management and supervisory roles showcasing **leadership and team management expertise**.
- 2+ Years in Full Stack Web Development, with **practical training at App Brewery, London UK**
- Actively pursuing a **BS in Computer Science** (Aug 2023 – Dec 2027)

## EDUCATION

**BS Computer Science, CT State Community College Tunxis, Farmington, CT**

August 2023 – December 2027

**Full Stack Web Developer, App Brewery, London UK**

October 2022 – March 2024

- **Produced multiple Projects using various static and dynamic languages** like HTML, CSS, JavaScript, React
- Built Backend Systems using NodeJS and Express.js
- Learned and **implemented SQL Databases** using Postgres SQL
- Exercised the practical skills and gained knowledge to build **Front-end and Back-end Development with API development, integration, and Database management**
- Earned a Certificate of Completion

## EMPLOYMENT HISTORY

**Shift Supervisor, Starbucks Coffee Company**

Sept 2019 – Feb 2024

- **Dynamic Problem Resolution:**
  - Proactively addressed daily technical challenges, showcasing **strong problem-solving skills in a high-pressure, fast-paced environment**.

- Utilized technical expertise to swiftly resolve partner and customer concerns, ensuring a seamless and positive experience.
- **Customer Service Excellence:**
  - Spearheaded a remarkable 20% increase in customer service survey results over a 6-month period, attesting to the **ability to excel in a rapidly changing customer landscape**.
- **Agile Data Management:**
  - Acquired and applied precise data entry skills through weekly audits, daily inventory management, and semiweekly ordering, adapting swiftly to fluctuations in customer demand.
- **Collaboration and Communication:**
  - Implemented structural changes, workflow optimizations, and team play initiatives, significantly enhancing work efficiency in response to changing customer patterns.
  - Coordinated daily with fellow Supervisors and Partners to streamline store processes, emphasizing collaboration and effective communication to keep pace with evolving customer expectations.
- **Leadership and Adaptive Management:**
  - Led and assisted a team by implementing agile workflow changes, effectively delegating tasks, and adapting strategies to accommodate increased orders per hour.
  - Tracked and measured productivity improvements through orders per hour metrics, showcasing adaptability to dynamic customer volumes.

## PROJECTS

### Personal Website

GitHub Repo <https://github.com/Kiyo-io/Tishaya>

Designed and developed my portfolio website, incorporating **responsive and mobile-friendly** web design. I decided to build my own website from scratch because I wanted creative freedom over its design, features, and future development. The website has been successful becoming a central hub to showcase my personal brand and display my interests and skillset.

#### Current key features include:

- Sticky Header
- File Downloads
- Internal and External Links
- Hero Banner

## TECHNICAL SKILLS

- Programming Languages: **JavaScript, React, NodeJS, Express.js** (Intermediate)
- Web Development: **HTML, CSS** (Proficient)
- Database: **PostgreSQL** (Proficient)
- Version Control: **Git** (Proficient)
- Other: **Data Entry** (Proficient)

## REFERENCES

- Available upon request