

Kristie Cook

Web Development Software Engineer

(614) 354-9925

Krisluvohio@gmail.com

Columbus, Ohio

Objective

Seeking an internship or entry-level position in web development software engineering with a focus on mentorship. Recently completed an intensive 15-week Tech Women of Color bootcamp, holding a Web Development Software Engineer Pre-Apprenticeship certificate and proficient in Java, Git, Advanced HTML/5 & CSS3. Skilled in portfolio projects, front-end frameworks (React + Redux), and back-end technologies (Node.js and Express). Certified as an Implementation Support Specialist and Tech Software Support Specialist. Eager to contribute my unique array of experience along with technical skills, problem-solving abilities, and a commitment to quality work while continuing to learn and develop in a dynamic software engineering role.

Experience

Contractor Utilizing the Arise Platform - Customer Service Specialist

- Remote • 01/2023 - Current
- Achieve high customer satisfaction through proactive strategies and timely solutions.
- Maintain customer records and manage payment and order information accurately.

Krystal Clear Connections, LLC - Life Coach/Mentor

- Remote • 01/2021 - Current
- Provide life coaching and mentorship, empowering others in personal growth.
- Assist clients in setting and attaining realistic goals.

Homeowners Association, Alum Creek Village Community - Board Member

- Columbus, OH • 09/2016 - Current
- Lead board meetings, collaborate on implementing programs, and uphold community governing documents.

Self-employed - Brand Ambassador

- Columbus, OH • 01/2009 - Current
- Represented clients, promoted brands, and provided excellent customer service.
- Increased brand awareness through event marketing and brand promotion.

US Census, Commerce - Seasonal Enumerator

- Columbus, OH
- Conducted research for the U.S Census Bureau by collecting household information.
- Maintained records of houses visited and surveys completed.

800 Flowers, Inc - Customer Service/Web Support Agent

- Work From Home/Seasonal
- Provided excellent service to customers and resolved web support inquiries.
- Documented calls using the call center's CRM database.

Maryhaven, Inc - Admissions/Medical Insurance Specialist

- Columbus, OH
- Managed medical accounts, filed insurance claims, and processed billing calls.
- Negotiated payment plans with customers.

Rehabilitation & Subacute Institution/Medical Credit Collections Analyst

- Columbus, OH
- Managed medical accounts, collected on delinquent medical accounts, recouping and surpassing monthly recovery goals.,
- Negotiated payment plans with customers.

Certifications

- Web Development Software Engineer Pre-Apprenticeship Certificate
- DevOps Foundation Course Certificate
- EXIN DevOps Foundation EXIN Training Certificate
- Electronic Medical Records Implementation Support Specialist Certificate
- Tech Software Support Specialist Certificate
- Health Information Management Technology Certificate
- Professional Customer Service Certificate
- Dental Assisting Certificate

Skills

- Programming Languages: Java, JavaScript
- Web Technologies: HTML5, CSS3, React + Redux, Node.js
- Version Control: Git
- Database: MySQL
- Certifications: DevOps Foundation
- Customer Service