

WREN FRANCES (THEY/THEM)

Software Engineer/Web Developer

New York, NY

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TECHNICAL SKILLS

- **Proficient:** Babel, CSS3, Express, Git, HTML5, Javascript, Material-UI, Node, PostgreSQL, React/Redux
 - **Knowledgeable:** Cloud Firestore, D3, Firebase
 - **Familiar:** Mocha
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TECHNICAL PROJECTS

Boolean Bakery | Software Developer - Small Team | [Github](#)

July 2022

E-commerce Website

- Maintained the backend of this project, including creating API routes, building the shopping cart, setting up associations and the database, and creating reducers & thunks.
- Tech Stack: Create-react-app, PostgreSQL, Firebase

Webby | Software Developer - Small Team | [Github](#)

Aug 2022 – Sept 2022

Hobby-centric Social Network

- Spearheaded the full stack development of the site's navigation and digital accessibility features, including dark-and-light mode, colorblind mode, and screen reader mode.
 - Tech Stack: D3, Firebase, MUI, React
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EDUCATION

Grace Hopper Program at Fullstack Academy, New York, NY

Sept 2022

Certificate in Software Engineering

- 17-Week Immersive Program - Full Stack JavaScript Web Development

St. John's University, Queens, NY

May 2015

Bachelor of Arts

EXPERIENCE

MakeSpace Labs, Inc – Claims Specialist – New York, NY

Aug 2019 – Feb 2022

- Coordinated the full life-cycle of a claim from initial review to resolution.
- Escalated and resolved complicated client claims by using quick thinking and discretion to meet goals.
- Managed client data and communications across various platforms including ZenDesk and Google Workspace.
- Met company targets by managing and meeting competing deadlines to ensure client satisfaction and growth.

MakeSpace Labs, Inc – Customer Experience Specialist – New York, NY

July 2018 – July 2019

- Communicated with and supported high-profile clients via phone, email, and chat.
- Quickly resolved time-sensitive requests including accommodating client schedules and service preferences.
- Consulted with our marketing and product teams on customer outreach, trends, and satisfaction.
- Improved company processes and branding by working closely with all departments and teams.

GEICO Insurance Agency – Client Service Representative – Long Island, NY

July 2016 – May 2018

- Built strong relationships with clients as their first point of contact.
- Troubleshot complicated client cases and quickly resolved liability disputes to meet service goals.
- Closed cases efficiently by collaborating with external parties including claimants, policyholders, and insurers.
- Coordinated seamless case management through investigation, documentation, and follow-up.

GameStop Corp. – Senior Game Advisor – Long Island, NY

Nov 2011 – July 2016

- Supervised part-time staff, tracked sales targets, and maintained the customer database and inventory