Ladiamond Kidd

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Summary

With over 10 years of experience in customer care and a proactive, independent work style, I excel at identifying opportunities, setting goals, and efficiently executing projects. I am driven by a strong motivation to deliver satisfying end user experiences.

I've honed a diverse skill set, including HTML5, CSS3, JavaScript, React, jQuery, and SQL database management. With a toolbox full of technical tools, I'm ready to sprinkle some coding magic and create amazing applications that leave users in awe.

I thrive in dynamic environments where innovation and collaboration take center stage. I hold industry certifications in Software Engineering and Salesforce, and I'm always eager to keep up with the ever-evolving tech landscape.

When I'm not crafting elegant code, you'll find me strolling the lanes of Target purchasing items outside my budget. I believe that work should be fun and rewarding, and I'm excited to join a team that shares that philosophy.

Let's connect soon!

Experience

Software Engineer
IBM

Apr 2022 - Apr 2023 (1 year 1 month)
• Collaborated with a Technical Architect to successfully deliver Architect documents for Salesforce Implementations, utilizing Lucidchart and Schema Builder to ensure accurate and efficient project planning and execution.
• Utilized Git for seamless deployment of cross-platform applications, developed with HTML, CSS, JavaScript, React, and Node.js. This resulted in user-friendly experiences on both desktop and mobile devices.
• Attained prestigious IBM digital credentials, including Design Thinking Practitioner, Agile Explorer, Trustworthy AI, and AI Ethics, showcasing a commitment to professional growth, and staying abreast of industry best practices.
• Demonstrated exceptional communication and interpersonal skills while effectively collaborating with team members, fostering a cohesive work environment, and ensuring project success through seamless coordination and clear communication channels.

Salesforce Administrator
Climb Hire

Jun 2021 - Nov 2021 (6 months)
• Acquired in-depth knowledge of Salesforce objects, fields, workflows, validation rules, and security settings, enabling effective customization and configuration of the platform.

• Proficiently created and managed user profiles, roles, and permission sets, ensuring proper access control and data security within the Salesforce environment.
• Utilized project management tools, including Zoom, Slack, and Asana, to facilitate seamless collaboration with team members, streamline task prioritization, and ensure efficient project execution.

Team Lead
H&R Block
Nov 2020 - May 2021 (7 months)
• Demonstrated exceptional leadership by successfully guiding and supporting a team of 7 Tax Professionals, ensuring the delivery of high-quality tax preparation services and exceptional customer experiences.
• Achieved a district ranking of #2 by surpassing goals for clients serviced, customer satisfaction, and revenue. Accomplished this by actively listening to clients' needs, promptly addressing concerns, and providing accurate and clear explanations of tax-related matters.
• Developed and delivered comprehensive training sessions to team members, effectively transferring knowledge, and enhancing their tax preparation

Education

City College of San Francisco
Associate of Arts - AA, Psychology
Jan 2018 - Jun 2023

Licenses & Certifications

Salesforce Certified Administrator (SCA) - Salesforce
22945520

IBM Cloud essentials v3 - Cognitive Class
8fa36af6ebdb49cfb09b73f0fdbb9fad

IBM iIntroduction to Cloud - Cognitive Class
e7bd59408bc3438285808d3adb3ce565

Docker Essentials: A developer Introduction - Cognitive Class
f9bd4509b9ad412091b5a9da610a0868

Slack Certified Admin - Slack
Issued Oct 2022 - Expires Oct 2024
aq4sqe3we3pa

Learn Node.js Course - Codecademy

Principles of Data Literacy Course - Codecademy

Learn JavaScript Course - Codecademy

Learn React Course - Codecademy

Learn Redux Course - Codecademy

Foundations of Project Management - Coursera
XMBVKBAJZZ25

IBM Software Engineer Apprenticeship (v.1) - IBM

Python Basics - Skillsoft
61484349

Skills

Back-End Web Development • Programming Languages • REST APIs • HTML • Front-End
Development • Full-Stack Development • Cloud Computing • Agile Methodologies • Design Thinking •
Red Hat Linux