

Cherie Gray
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SUMMARY

Jr. Web Developer in training. A participant in an intensive 20-week Full Stack and Mobile Development Bootcamp for aspiring web developers. Specializing in HTML5, CSS3, JavaScript, Bootstrap, React, React Native, NodeJS, Databases, Architecture, NPM, VS Code, Git/GitHub.

COMPUTER SKILLS

Languages

- Proficient in HTML, CSS, JavaScript.
- Familiar with Python.

Software

- Database: MongoDB and MySQL
 - Platforms: Windows, Mac
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EXPERIENCE

Chat Services Specialist

2019

Conduent

- Chat support for tech users placing online orders for mobile devices.
- Handled up to 3 chats at one time.
- Utilized company knowledgebase to answer concerns and escalated as needed.

Customer Care Associate

2019

Amazon

- Supported customers through phone and chat.
- Provided product information, delivery status, and processed refunds.
- Escalated calls as needed.

Reservations Trade Support Agent

2018

Princess Cruises

- Assisted customer via phone with reservations and upsells.
 - Provided travel updates and add on services.
 - Escalated calls as needed.
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EDUCATION

Nucamp

2021

Phoenix, AZ

- Certified Full Stack and Mobile App Developer

Everest University Online

2013

South Orlando, FL

- A.A.S. in Business Management

