

## Qualifications Summary

Talented web developer with proficiency in responsive UI / UX design with React, HTML, JavaScript, jQuery, and CSS. Strong people management experience applying adaptive thinking to solve complex issues in busy service environment. Intellectually curious professional continually learning and expanding broad skill set.

### Web Development

- ◆ Build responsive web sites with React, JavaScript, HTML, and other tools.
- ◆ Employ asynchronous code to expedite searches and data transfers across networks.

### Aptitude for Learning

- ◆ Independently learn front-end development, UX / UI design, and associated processes.
- ◆ Apply motivation to achieve Associate of Science in Computer Science while working full-time.

### Team Leadership

- ◆ Train new employees with focus on safe food handling, workplace safety, and customer service.
- ◆ Coach employees to apply personal strengths as keys to improving performance.

### Process Improvement

- ◆ Drive customer satisfaction and simplify new mobile device configuration during existing data migration.
- ◆ Streamline customer service procedures to lead team to highest sales of any large Times Square restaurant.

## Technical Proficiencies

**Web Development**    JavaScript, HTML, CSS, React, React Native, Redux, jQuery, SASS, Figma, GIT

**Programming**        UX / UI Design, Asynchronous Code, APIs

## Professional Experience

### TECHNICAL SUPPORT | Asurion, LLC, Remote

**2021-Present**

Provide high-quality service and educate customers while configuring new mobile devices. Migrate customer data and applications to new wireless phones, tablets, and other devices.

### SERVER / SECTION MANAGER | Hard Rock Cafe, Times Square, New York, NY

**2018-2021**

Liaise with customers and colleagues in busy, fast-paced restaurant in heart of Times Square. Deliver exceptional customer service while overseeing servers to maintain consistent service levels. Manage section traffic via proactive schedule adherence. Multitask effectively to train new employees, promoting teamwork, efficiency, and customer satisfaction.

Maintain direct reports confidence and motivation by celebrating achievements and recommending options for applying personal strengths to improve individual and team performance.

- Created positive team environment while executing daily restaurant operational and organizational functions.
- Led team to top performance with highest sales in large Times Square restaurant.

## Education & Professional Development

**Associate of Science (AS), Computer Science** | Hudson County Community College, Jersey City, NJ

*Member, Phi Theta Kappa*

**Coding Boot Camp** | Nucamp - Professional Development