Lindsey Flores   profe.linaf.1@gmail.com
NC   GitHub: LindseyFlores

Driven full-stack developer specializing in web development and object-oriented programming. Adept at diagnosing and resolving technical issues, with a proven track record of delivering customer-focused solutions and enhancing operational efficiency. Committed to leveraging my technical skills and collaborative spirit to contribute to meaningful projects and grow within the tech industry.

TECHNOLOGIES AND LANGUAGES

- Languages: Java, C++, Python, JavaScript, HTML/CSS
- Technologies: Node.js, MongoDB, SQL, Git/GitHub, APIs, Office365, Shells, Figma

RELEVANT WORK EXPERIENCE

6 -TECH   Greensboro, NC
Tech Analyst Lead   *January 2022 to Present*

- Effectively diagnosed and resolved hardware and software issues by analyzing system configurations, processes, and data. Recommended technology solutions that enhanced decision making and optimized operational processes.
- Using the ServiceNow system, created user tickets regarding their technical problem to help track the diagnoses and resolving problems faster.
- Collaborated with teams to streamline IT support processes, ensuring alignment with best practices and business objectives.

Home Depot   Charlotte, NC
Customer Service   *May 2020 to October 2020*

- Handled customer complaints and resolved issues promptly and professionally.
- Responsible for growing customer trust and retention by making informed decisions that aligned with company values and customer expectations.
- Demonstrated adaptability and performance in a fast-paced environment, consistently meeting and exceeding service targets under varying circumstances.

EDUCATION

University of North Carolina at Greensboro
Computer Science   *May 2024*

CERTIFICATES

Cybersecurity Google Certificate   May 2024

PROJECTS:

AllerFence
Web-based Application for safe dining

- In a team 3, developed a platform enabling individuals with dietary restrictions to safely order from restaurants, addressing allergen concerns. Led the front-end development, creating an intuitive user interface, and contributed to back-end logic in Node.js to streamline the menu selection process.
- Technologies: Node.js, MongoDB, HTML/CSS, JavaScript, GitHub.

theBasics
Full Stack E Commerce Website

- Co-developed an online clothing store, enhancing user experience with a responsive design while integrating third-party APIs for expanded functionality. Optimized SQL database schemas for efficient data handling and utilized Node.js and Express.js for effective front-back communication.
- Technologies: HTML, CSS, JavaScript, Node.js, SQL, GitHub.

SKILLS

- Languages: Spanish and English
- Soft Skills: Problem solver, interpersonal skills, teamwork, adaptable.