

Hannah McEvoy

Full Stack Developer

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I am an individual who has been focused on different areas of customer service for over 6 years with experience in teaching. In the recent year of 2023 I have been focused on transitioning into web development by completing a certificate and pursuing a software bachelor's degree through Arizona State University. I'm excited to bring my diverse skill set to the coding world and embark on a new career path.

Professional Experience

Target

August 2021 - January 2023

Starbucks Barista

- Based in Waterford, CT
- Trained new team members by relaying information on company procedures and safety requirements. Minimized resource and time losses by addressing employee or production issue directly and implementing timely solutions. Worked different stations to provide optimal coverage and meet production goals. Designed strategic plan for component development practices to support future projects. Coached team members in techniques necessary to complete job tasks. Evaluated employee skills and knowledge regularly, training, and mentoring individuals with lagging skills. Established open and professional relationships with team members to achieve quick resolutions for various issues.
- Built strong relationships with customers through positive attitude and attentive response. Supervised team members to confirm compliance with set procedures and quality requirements. Recommended products based on solid understanding of individual customer needs and preferences. Monitored supply levels at counter and maintained customer areas to meet typical demands. Pleasantly interacted with customers during hectic periods to promote fun, positive environment.
- Cleaned counters, machines, utensils, and seating areas daily. Made and served brand-specific café beverages with focus on speed, quality and consistency. Minimized spoilage with proper use of first-in-first-out stock procedures. Repaired minor issues and maintained espresso equipment and coffee machines for smooth functioning. Sanitized equipment and wiped down counters and tables to prevent spread of germs.

Starbucks, Eldersburg, Maryland, United States

September 2019 - December 2021

Barista

- Based in Eldersburg, MD
- Memorized recipes for specialty coffee beverages and seasonal offerings. Recommended products based on solid understanding of individual customer needs and preferences.
- Maintained and operated espresso machines, blenders, commercial coffee brewers, coffee pots, and other equipment. Cleaned counters, machines, utensils, and seating areas daily. Monitored supply levels at counter and maintained customer areas to meet typical demands.
- Pleasantly interacted with customers during hectic periods to promote fun, positive environment. Created wide variety of hot and cold drinks in average shifts with consistently positive customer satisfaction scores.
- Controlled line and crowd with quick, efficient service.
- Maintained regular and consistent attendance and punctuality.

Bright & Early Children's Learning Centers, Old Lyme, Connecticut, United States

February 2021 - October 2021

Assistant Preschool Teacher

- Assisted and supervised around 10-20 children with the correct ratio of students to teachers through entire school day. Maintained well-controlled classrooms by clearly outlining standards and reinforcing positive behaviors. Monitored students' academic, social, and emotional progress and recorded in individual files. Monitored classroom to verify safe and secure environment. Developed innovative activities to engage young children in learning process.
- Worked with teaching staff to evaluate individual progress and recommend appropriate learning plans. Educated students in foundational concepts such as shapes, numbers, and letters. Incorporated music, art and literature into curriculum.
- Gave one-on-one attention to children while maintaining overall focus on entire group. Observed children to identify individuals in need of additional support and developed strategies to improve assistance. Allowed for ample outdoor discovery time in schedule each day.

- Established positive relationships with students and families. Collaborated with teachers, parents and administrators to facilitate positive outcomes for students.
- Developed and implemented behavior management plans.

CopperRidge Intergrace

July 2018 - August 2019

Receptionist

- Sykesville, MD
- Confirmed appointments, communicated with clients, and updated client records. Ensuring to acknowledge the families and be familiar with the residents and staff onsite. Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance. Managed multi-line telephone system and greeted claimants during office visits. Answered central telephone system and directed calls accordingly.
- Partaking in certifications and classes to understand different levels of Dementia. Maintained order and cleanliness of reception area for professional and inviting atmosphere. Prepared and maintained master calendar, collecting and disseminating general information.
- Resolved customer problems and complaints. Communicated with individuals entering building to boost security, assist visitors and keep visitor log. Organized electronic and hard copy filing systems for easy retrieval of documents and information.
- Prepared, collected and distributed outgoing and incoming mail and packages. Maintained confidentiality of information regarding clients and company.

Mohegan Sun

August 2016 - August 2019

Event Security

- Mohegan Sun Arena, Uncasville, CT
- Responded quickly to emergency situations to assess and deflect issues. Supported criminal investigations by collaborating fully with local law enforcement representatives. Worked independently and collaboratively to resolve urgent issues to protect lives and property. Secured personal and company goods against robbery, vandalism, and illegal entry. Drafted reports of property damage, theft, accidents, and unusual occurrences to document daily activities and irregularities.
- Greeted guests professionally and courteously to cultivate welcoming atmosphere while making safety top priority. Permitted entry with escort for approved persons into secure locations.
- Gathered information, identified, and implemented resolution with a planned follow-up and logged the filed incident report to successfully manage complaints. Watched different facility areas from central location via different CCTV feeds, obtaining maximum coverage of important areas.
- Participated in staff meetings, special events, and professional development activities. Operated handheld metal detector and other surveillance devices to screen individuals entering facility.
- Adhered to established procedures and posted orders to enforce company rules, policies and regulations to general public.

Mohegan Sun, Mohegan Sun Areana

April 2016 - July 2017

Usher

Brought guests in the areana to their seats via the permitted ticket per event. Summer position

Liberty High School

August 2018 - June 2019

Teaching Intern

- Eldersberg, MD
- Monitored and corrected student behavior throughout facility and grounds.
- Assisted students in developing deeper understanding of course concepts by providing one-on-one support. Conducted weekly review sessions to help students prepare for exams. Prepared reports and maintained administrative records.
- Enforced rules and instructions to maintain discipline.
- Collaborated with instructor to develop engaging lesson plans. Graded and provided feedback on assignments.
- Cleaned, organized and restocked classrooms for upcoming classes.
- Took part in professional development workshops to boost skills.
- Monitored students in computer lab to enforce proper use of resources.

Target

September 2017 - September 2018

Backroom Associate

- Responsible for stocking and organizing merchandise in the backroom
- Unloaded merchandise from trucks and moved to backroom
- Assisted in other departments as needed
- Assisted customers in locating merchandise and answering questions

Strawberry Park Rv Resort Inc

April 2015 - November 2015

Recreation Assistant

- Preston, CT
- Developed and implemented recreational activities for patrons of all ages
- Assisted in the maintenance and upkeep of recreational equipment and facilities Assisted in the planning and execution of special events
- Maintained accurate records and reports related to recreation activities

Starbucks

May 2022 - Present

Shift Supervisor

- Supervised and motivated a team of up to 8 baristas in a highvolume cafe
- Managed daily operations, including customer service, cash handling, inventory, and product preparation
- Trained new baristas on policies and procedures, customer service, and product knowledge
- Ensured that all customers were served in a timely and courteous manner
- Maintained cleanliness of work area and equipment
- Resolved customer complaints in a professional and effective manner
- Monitored sales and labor costs to maintain high profitability
- Trained and evaluated new employees in POS systems and customer service policies
- Monitored employee performance and provided feedback to ensure adherence to store policies
- Restocked inventory, managed cash registers, and ensured overall store cleanliness
- Regularly exceeded shift goals for quality assurance, customer satisfaction, and sales objectives
- Scheduled and managed shift rotations for employees, ensuring adequate staffing

Education

High School 2012 - 2016

Norwich Free Academy

Software Engineering 2023 - Present

Arizona State University at Online

I am currently pursuing a degree in software engineering, which involves a comprehensive curriculum covering essential programming, mathematical, and systems management fundamentals necessary to gain a thorough understanding of computer systems. This educational path includes the acquisition of skills in programming languages, code development, software program creation, and crucial cybersecurity principles.

I am pursuing an online software engineering degree from a university accredited by ABET, making it the pioneering online ABET-accredited software engineering program. This accreditation guarantees that the program meets the high-quality standards of the software engineering industry. Upon completing this degree, I will be well-prepared for a successful career in the field of software engineering.

Certificate in Full Stack Web Development May 2023 - November 2023

University of Connecticut at Storrs, CT

I'm currently in the process of completing my certificate program, where I've acquired a solid understanding of web development's fundamental principles, encompassing HTML, CSS, and JavaScript.

As I near the finish line, I've recently wrapped up a portfolio project where I successfully built a client-side application using third-party APIs.

I'm now delving into the intricacies of back end technologies, working with servers, databases, and tools like the MySQL database and Node.js. In fact, I'm on the cusp of completing another portfolio project, which involves engineering my very first full stack application.

In the final stages of my program, I'm expanding my skill set to include NoSQL databases, converting traditional applications into progressive web applications, and becoming well-versed in React. Currently, I'm working on my last portfolio project, where I'm creating a MERN stack single-page application.

Key Skills

- **Problem Solving**
- **Sales**
- **Supervisory Skills**
- **HTML**
- **CSS**
- **Javascript**

- **Node.js**
- **MongoDB**
- **SQL**
- **NoSQL**
- **Express.js**
- **React**
- **Full-Stack Application Development**
- **PWA**
- **Back-End Development**
- **Client-Side Application Development**

References

Lydsay Bayer

August 2021 - October 2022

Previous Target Manager

Based in Waterford, CT. Worked as main Team Lead for the Starbucks Portion for a few years.

Phone Number: (856) 938-9520

Email: Not Available

Rachel Gregorshizor

May 2022 - October 2023

Current Starbucks Supervisor

Worked along side within the starbucks district amongst different stores.

Phone number: (860) 884-8783

Email: Not Available

Chana Odom

May 2022 - October 2023

Previous Store Manager

Worked under this manager

Phone Number: (860) 383-8830

Email: us2040516@starbucks.com

Chelsea Rae Hitchings

February 2021 - October 2021

Preschool Teacher

Please Contact before 2pm due to work scheduling. Worked alongside at Bright and Early Schooling.

Phone: (860) 961-1778

Cierra

August 2023 - October 2023

Mona

Working under this manager currently

Phone Number: (623) 695-2896

Email: Not Available