

LYDIA FRAME

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SUMMARY

Aspiring software developer with a focus on front-end development and a passion for building productive working relationships. Currently pursuing a degree in Information Technology, specializing in software development, and eager to expand my skills to become a full-stack developer.

SKILLS

- C++
- HTML
- Data Handling and Reporting
- Data Analytics
- Technological Proficiency
- Office 365
- Operational Decision Making
- Strategic Planning and Implementation
- Team Collaboration and Leadership
- Managerial Communications
- Content Creation
- Emerging Information Tech
- IT Management
- Proficiency in social media management

EDUCATION AND TRAINING

Degree Program 2024 Eastern Florida State College: BAS Computer Info Sys Tech:
Prog/Software Dev Spec

Completed program courses:

- Foundations of Managerial Communications
- Introduction to Information Technology Management
- Operational Decision Making
- Principles of Programming
- Intro to C++ Programming
- Emerging information Tech
- Introduction to Business
- Microcomputer Applications

In Progress:

- Java Object-Oriented Programming
- COP2822 Web Page Authoring
- Information Systems Operations Management

Future Classes:

- Operation Management
- Software Development 1
- Software Development 2
- Software Integration, Configuration, & Testing
- Data Structures & Algorithm Analysis
- Applications in Information Security

05/2020 Associate of Arts: General Studies Eastern Florida State College - Palm Bay, FL

- I have completed my A.A. degree as a dual-enrolled high-school student and am now going to pursue a bachelor's in software development.
- Dean's List 2019
- Dean's List 2020

05/2020 High School Diploma: Heritage High School - Palm Bay, FL

- Was in the automotive program for 2 years
- I was in ceramics and advanced ceramics for 2 years
- Dual enrolled
- September 2018- Athlete of the Month
- December 2018- Straight A's and Perfect Attendance
- November 2017- Varsity Girls Cross Country
- November 2018- Varsity Girls Cross Country

EXPERIENCE

Publix - Lake Washington Rd, FL | Customer Service

04/23 to Current

- Customer Interaction: Assist customers, process transactions, and resolve issues efficiently.
- Problem-Solving: Quickly address and resolve complaints.
- Data Handling: Manage customer data, ensuring accuracy and security.
- Team Collaboration: Work closely with team members to ensure smooth operations.
- Inventory Management: Assist with stocking, inventory counts

- **Training and Support:** Train new team members and share best practices.
- **Operational Efficiency:** Streamline processes and maintain an organized store environment.
- **Technological Proficiency:** Use POS systems and digital tools for transactions and inventory management.
- **Community Engagement:** Actively involved in donation campaigns, encouraging customer donations to positively impact our local community.

Beachside Family Dentistry - Indialantic, FL | Digital Marketing Coordinator

06/22 to 04/23

Played a key role in enhancing online presence and community engagement through strategic digital marketing efforts. Developed critical skills in data analytics, content creation, and strategic planning.

- **Social Media Strategy:** Managed and scheduled posts, created engaging content, and fostered community interaction.
- **Online Reputation Management:** Solicited and managed Google reviews to enhance credibility.
- **Event Coordination:** Organized office events and activities to foster patient engagement.
- **Content Creation:** Captured and curated patient testimonials and multimedia content.
- **SEO and Listings Management:** Maintained and updated Google Business listings.
- **Digital Advertising:** Designed and deployed online ads across various digital channels.
- **Direct Marketing:** Managed the design and distribution of bulk mailers.
- **Community Outreach:** Organized sponsored events and campaigns, including "Share Your Smile," to foster community engagement.
- **Data Analysis:** Monitored and analyzed marketing data to inform strategic decisions.

- **Digital Marketing Systems:** Developed and maintained comprehensive digital marketing systems.

Key Achievements:

- Increased patient engagement and online reputation through targeted social media campaigns.
- Improved local search visibility with effective Google Business listing management.
- Enhanced operational efficiency with data-driven marketing strategies.
- Fostered community goodwill and engagement through successful outreach and donation campaigns.

My ability to strategize, analyze data, and implement digital solutions, combined with a collaborative work style, positions me well for a transition to a software development and data analytics role.

Chick-Fil-A - Palm Bay, FL

06/2019 to 07/2020

- **Customer Interaction:** Assisted customers, gathered feedback, and improved operations.
- **Problem-Solving:** Investigated and resolved customer issues.
- **Team Support:** Guided and supported colleagues.
- **Operational Efficiency:** Closed the store and collaborated with the team.
- **Adaptability:** Thrived in a fast-paced environment and under pressure.
- **Customer Engagement:** Practiced positive attitude, smiling, eye contact, and building connections.
- **Motivation:** Encouraged and motivated team members.
- **Resilience:** Worked outside in various weather conditions.

Bass Pro – Palm Bay, FL

08/2020 to 03/2022

- Efficiently processed customer transactions using POS registers.
- Greeted and acknowledged customers promptly and warmly.
- Handled merchandise with care to ensure customer satisfaction.
- Identified and evaluated customer needs to provide tailored recommendations.
- Promoted CLUB Membership and In-Store Pick-up programs to enhance customer experience.
- Recognized as Star Associate of 2020 for exceptional performance and commitment to customer service.

Starbucks - Palm Bay, FL

03/2022 to 06/2022

- Acts with integrity, and honesty, and promotes Starbucks' culture, values, and mission.
- Maintains composure during high-volume periods to uphold store standards and set a positive example.
- Anticipates customer and store needs by assessing the environment and customer cues.
- Provides legendary customer service with a customer-first attitude and personal connection.
- Discovers and responds to customer preferences and needs effectively.
- Follows operational policies and procedures, ensuring partner safety and store security.
- Keeps workspace clean and organized for efficient resource and product access.
- Prepares quality beverages and food consistently, following recipe and presentation standards.
- Adheres to health, safety, and sanitation guidelines for all products.
- Recognizes and celebrates individual and team achievements.
- Demonstrates regular and punctual attendance.

CERTIFICATIONS

- August 2018-S/P2- Mechanical Pollution Prevention
- August 2018- S/P2- Mechanical Safety
- December 2018- ASE - Suspension and steering
- April 2019 - ASE - Breaks
- March 2019 - PRO-CUT- Trainsmart Rotor Matching Training