MacKayla Whitehead

Web Developer

Phone: (801)734-0024
Github: /MacWhitehead
Email: programlikeagirl@gmail.com
LinkedIn: in/mackayla-whitehead/

Skills

- HTML
- CSS
- JavaScript
- Express
- SASS
- Bootstrap
- Pug

- Angular
- Angular Material
- Ionic
- Node
- MongoDB
- SQL
- Postgres

- AWS
- React
- Redux
- Firebase
- Jasmine
- Karma

Experience & Projects

Trivia Extraordinaire / Angular, API Data, TypeScript, JavaScript, SCSS

A group project that utilized Angular. I worked as the project manager for the project and created our time table, trello board, and design concept. I built the navigation bar, nav bar router guards, the User Details page, and the Create Game page. I styled all of the pieces I created and assisted my project members with portions of the styling on the other pages.

https://macwhitehead.github.io/NgGroupProject-Trivia/

Pokémon API / HTML, API data, and JavaScript

A basic Pokédex that allows you to search a Pokémon by name, or generate a random Pokémon. An exercise in working with API data, HTML, modules, and JavaScript.

/MacWhitehead/pokemon-api

To Do App / HTML, CSS, SASS, and JavaScript

A to do app that allows for the creation of new lists and tasks. Utilized state, SASS and CSS styling, and JavaScript.

/MacWhitehead/To-Do-App

E-Commerce Site / React, Redux, JavaScript, API Data

A mock shop website that allows users to view the products, filter by type, add to their cart, update the item totals, and view total cost.

/MacWhitehead/e-commerce-shop

Golf Scorecard App / HTML, JavaScript, API Data

An app to keep track of golf scores for up to four players. Utilized API data for par, golf course details, and available course options. Applied JavaScript concepts to keep track of scores and display the data.

/MacWhitehead/Golf-Scorecard

Horrocks Engineers / <u>Utility Coordination Specialist</u>

October 2017 - PRESENT

Quality control deliverables and ensure correctness of the data and documentation from field survey data. Process and upload field documentation. Maintain file organization. Track and ensure certifications for field crew are up to date.

Young Living/ <u>Quality Assurance, Training, Specialty Project Point of Contact, and Customer Service Agent</u>

July 2014 - September 2018

Performed data analysis to review contact history of agents with low performance scores. Analyzed the agent data for patterns in order to provide coaching to improve performance and user experience.

Selected to assist with continuing education while on multiple teams to train agents as a mentor and project lead. Taught critical communication, de-escalation, efficient tool usage, and time management to new agents.

Developed training and resource documents for multiple special projects to enhance user experience. Documents included de-escalation, events training, chat training, hands on training, and canned notes to increase speed of response on common issues. Training documents lead to a new portion of curriculum for the Customer Service department.

Education

Mountainland Technical College / <u>Web Development and Programming</u>

August 2020 - Current (Graduation ETA August 2021)

Program that teaches HTML, CSS, Javascript, SASS, Bootstrap, React, Node, Nodejs, Express, expressjs, Pug, Angular, back end, databases, deployment, hosting, AWS, automated QC, and security practices. Created multiple projects to increase proficiency with each language.