

Manuela Kenna

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FULL STACK WEB DEVELOPER

Web Development | Database Theory | Natural Problem-Solver | High-Performance Teams

Excited to leverage 14+ years' leadership & digital advising experience in multiple industries (e.g., financial) to drive profitability & growth by building world-class software from design, development & testing. Completed Washington State University coding full stack web development bootcamp in 12/22. Conversive with Bootstrap, Command Line, CSS3, Express.js, Git, HTML5, JavaScript, jQuery, MongoDB, MySQL, Node.js & React.js. Earned multiple promotions due to demonstrated team leadership skills; led 5 staff.

Key Strengths:

Relationship Cultivation | Multi-Tasking | Creatively Curious | Innovative | Customer Service | Goal Attainment | Empowering Leadership | Persuasive Communicator | Interpersonal Communication | Decision-Making | Organization | Excellent Judgment

Education, Licensure & Professional Development

Certificate – Oliver Finley Academy of Cosmetology, Idaho

Licensure – Licensed Esthetician, States of Idaho & Washington

Industry Training – Coding/ Full Stack Web Development Bootcamp Certificate Program, Washington State University (December 2022) (designed interactive day planners, fully functional online quizzes that calculated answers) | Digital Advisor Training, BECU

Professional Experience

Kenna Household | Lynnwood, WA | 12/20-Present

House Manager

Managed household operations/finances and child's activities.

- **Oversaw multiple schedules and budgets.**
- **Created daily routines with built-in flexibility.**

Digital Advisor, Member Consultant III/II, Sales & Financial – BECU | Seattle, WA | 8/17-12/20

Managed loan origination and maintenance of auto loans, debt consolidation loans, home equity lines of credit, personal loans, and VISA loans. Served as financial advisor and provided customer service to 20+ members daily, as well as liaison to executives and professionals. Trained new consultant.

- **Promoted from Member Consultant II to Member Consultant III and then Digital Advisor within months** of each other due to exceeding monetary quarterly goals 20%, increasing number of financial center memberships, and boosting number of referrals to financial advisors.
- **Boosted customer satisfaction** by being one of the only employees to be able to fix accounts on back end and troubleshoot online banking issues.

Esthetician, Client Retention & Retail Sales – Gene Juarez Salon & Spas | Seattle, WA | 9/14-9/17

Recognized as one of the most requested/sought-after estheticians and makeup artists for special-occasion makeup, being ranked number one. Met sales goals consistently while managing multiple esthetician rooms. Met needs of 12+ customers daily.

- **Increased customer retention and satisfaction** due to offering ample slots for providing skin care and makeup services; managed to service many overflow clients due to flexibility and strong time management skills.
- **Elevated demand for makeup services** after becoming makeup artist; provided lessons to customers on color theory, and uncovered solutions for people of all ages based on makeup formulations for different skin types using skin assessments.

Lead Rehabilitation Technician, Physician Support & Administrative Assistant – Elks Rehabilitation Hospital | Boise, ID | 8/08-8/14

Led technicians in assisting physical and occupational therapists in providing daily patient therapy. Supported maintenance of exercise programs, taking initiative to fix issues as they arose.

- **Created hospital schedule that is still being used a decade later;** overhauled scheduling of 60 patients/day and five techs based on patients' injury levels and assistance needs so that more challenging patients received assistance quickly.
- **Managed/scheduled team of five technicians.**