MARIE BANGOURA

Columbus, OH 43213,
614-369-6443
Mariebangoura404@gmail.com

PROFESSIONAL SUMMARY

Dedicated and adaptable professional with a diverse background in customer service, sales, and medical assistance, transitioning into a software development and Research/ Design role. Leverage exceptional communication and problem-solving skills, honed through extensive experience in client-facing roles, to deliver high-quality, user-focused software solutions. Eager to apply a strong foundation in programming and technical skills to contribute effectively to a dynamic development team, enhancing both user experience and operational efficiency

SKILLS

- Ux/Ui -Understanding of user interface and user experience design principles
- JavaScript
- Git
- CSS
- Node.js
- Positive attitude
- Wireframing and Prototype Design
- Prototyping

- Self-Confidence
- Team Building
- Professionalism
- Learning Styles

- Java
- Agile frameworks such as Scrum, Kanban
- GitHub
- React
- Strong communication
- Willingness to learn
- User Interface Design
- Usability and Accessibility

- Growth Mindset
- Positive Attitude
- Effective Communication

- Python
- Spring Boot
- HTML
- Angular
- Adaptability
- Self Motivated
- User Research
- Strong analytical and problem-solving skills to diagnose and fix complex issues.

- Goal Setting
- Critical Thinking
- Problem Solving

EDUCATION

Ux/Ui Design bootcamp
Career Foundry

Software Engineer Certificate
Per Scholas, Columbus, OH

Columbus State Community College, Columbus, OH

Patient Care Certification
Larock Health Care Academy, Columbus, OH

CERTIFICATIONS

- Software Development Certification
- Electrocardiogram (EKG/ECG) Certification
- Patient Care Certification
- Phlebotomy Certification

AWARDS

Women of Color in Software Development Scholarship

EXPERIENCE

Customer Service Representative   December 2020 - January 2024
JCPenney | Columbus, OH
- Conferred with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints
- Resolved customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills
- Recommended improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems
- Obtain and examine all relevant information to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.

Medical Assistant   April 2019 - November 2019
Urgent Care | Columbus, OH
- Interviewed patients to obtain medical information and measure their vital signs, weight, and height
- Investigated and handled complaints about patient care, ensuring that the quality of care is consistent with hospital policy and accepted practices
- Recorded patients' medical history, vital statistics, or information such as test results in medical records
- Helped physicians examine and treat patients, handing them instruments or materials or performing such tasks as giving injections or removing sutures
- Performed general office duties, such as answering telephones, taking dictation, or completing insurance forms.
- Ordered supplies, medications, and equipment necessary for practice's operations.
- Compiled laboratory and x-ray reports, hospital notes and other pertinent data.

Sales Representative   January 2018 - April 2019
HKT Telecommunications | Columbus, OH
- Answered customers' questions about services, prices, availability, or credit terms
- Increased sales by 25% through upsells and cross-selling of additional products and services
- Identify prospective customers using business directories, leads from clients, or information from conferences or trade shows
- Emphasize or recommend service features based on knowledge of customers' needs and vendor capabilities and limitations
- Inform customers of contracts or other information pertaining to purchased services.

LANGUAGE

French
Native

Susu
Fluent

Korean
Conversational

English
Native