

Qualifications Summary

***Energetic, goal-oriented professional with a strong background in banking, finance, and customer service.
Highly motivated to develop and execute innovative software solutions as a software engineer.***

Software Engineering

- Adept at designing, creating, and deploying applications and solutions using a wide variety of technologies and programming languages.

Problem Resolution

- Known for exceptional problem-solving competencies and a knack for quickly mastering new technologies.

Customer Service

- Skilled in building fruitful relationships with clients by addressing queries to improve satisfaction rate.

Key Strengths

- Strong communication and interpersonal skills with a well-honed ability to engage team members, establish robust relationships with clients, and improve efficiency.

Technical Proficiencies

Platforms:	MongoDB, Node.js, React, Heroku
Framework:	Bootstrap, Express.js
Programming Languages:	JavaScript, TypeScript, HTML, CSS, Material UI
Software/Tool:	React Native, Postman, Git, Visual Studio Code, Trello

Key Projects

Happy Tails

- Developed a chatbot with robust functionality by employing a custom payload for dynamic responses to user queries with Google Cloud Dialogflow.
- Enhanced scalability and productivity by building a bot with React, Material-UI, React-Bootstrap, CSS, MongoDB, Vercel, DialogFlow, and Auth0.

Mentor Connect

- Designed an appointment scheduling app to match minority youth interested in a job with a mentor.
- Coded in JavaScript, React, React-Bootstrap, Auth0, CSS, MongoDB, Heroku, and Netlify.

The Running Shoe

- Built an innovative quiz by using Karnaugh Maps to provide assistance to the users in selecting the most suitable running shoe based on requirements.
- Implemented CSS Grids and HTML by creating visually appealing and user-friendly layout designs.

Career Experience

BECU, Tukwila, WA

Retail Experience Support Specialist, Remote

2020 – Present

Facilitate the growth and development of a team of 70+ employees by reviewing court order papers, guide through the loan application process, and supervise establishment of new memberships and the completion of daily tasks. Offer training and mentoring others, and enjoy a supportive role for colleagues to succeed and grow in roles.

- Acquired a total of 5600 calls which is 5.80% of the team calls as an individual in 2022.
- Achieved personal objective for 2022 of providing feedback on at least 5% of articles and completed 7% of articles.
- Attained individual goals on net promoter surveys from the assisted employees and hit maximum at 9.95.
- Supported more than 40 personal bankers by revising court order papers and walking through loan applications.
- Functioned on receiving internal articles for processes updated with any feedback from employees in different departments.
- Developed an online banking brochure for entire credit union to distribute to members and walked through enrollment of online banking system.

Member Consultant III Digital Advisor

2016 – 2020

Supported customers with a variety of banking requirements, including account opening, loan applications, IRA management, and more. Improved capacity to think critically and provide expert financial guidance as needed. Served as a role model for and guided fellow advisors as they strived to provide excellent service to clients.

- Received recognition as one of the industry's best consultants after generating \$2.5M in quarterly loan revenue.
- Selected as voted member Hero for two years in a row, one award for one of the top producing consultants in district, and the second for peer voted by putting members on first priority.

Sephora, Bellevue, WA

Makeup Artist

2015 – 2016

Provided advice and information to customers, as well as recommended solutions tailored to individual requirements. Facilitated customers to choose the correct shade of foundation by using a color-matching system and instructed on how to use professional makeup equipment.

- Offered customers assistance in selecting personalized makeup, which led to selling of aforementioned products.

Education & Certifications

Advanced Software Development in Full-Stack JavaScript – Code Fellows, Seattle, WA