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| 430 Panorama Drive, Seven Hills, OH, 44131  (440)-759-8501 | Chue\_3@yahoo.com  [www.linkedin.com/in/MerichuDuncan merichuduncan.github.io](http://www.linkedin.com/in/MerichuDuncan%20merichuduncan.github.io) | github.com/merichuduncan | **Merichu Duncan** |

**Junior Developer WITH PROVEN CUSTOMER SERVICE & COMMUNICATION SKILLS**

Graduate of an intensive coding bootcamp specializing in .Net application and full-stack development. Acquired hands-on back and front-end design experience through eight independent projects and one group project. Combine professional development with 5+ years of robust performance delivering a concierge-level of service to hotel guests.

**Education**

**We Can Code IT, Cleveland OH** Jan 2017 – March 2017

Software Development Program

**Professional Experience**

**Robert Half Technology Contract** May 2017 – Present

**Summa Akron City Hospital: System Support**

* Worked as support staff for the hospital’s software implementation of EPIC, which is the company’s new record keeping software.
* Tracked Bugs and recorded software errors. Submitted tickets to the Clinical group.
* Identified and documented inconsistent permissions for various roles at the Hospital. Submitted tickets to the Clinical group to review and fix.

**Marriott International** Dec 2011 – Dec 2016

**World Wide Platinum Premier Desk**

* Point of contact for Marriott’s Premier Clients processed reservations and liaisoned with properties around the world. Multiple proprietary systems learned and used to ensure performance goals were met. Consistently ranked within top 15%.

**World Wide Reservations**

* Point of escalation for general reservation inquiries. Facilitated requests, communicated with onsite staff to ensure customers’ needs were met.
* Answered general reservation inquiries. Facilitated requests, communicated with onsite staff to ensure customers’ needs were met.

**Projects**

**C#, Visual Studio**

* Developed a console application to tell a user’s fortune.
* Developed a console application to track debits and credits in a bank account.

**C#, SQL, MVC, ASP.Net, HTML, CSS, Visual Studio, Microsoft SQL Server**

* Created a database-first web application for managing the contents of wardrobes. The application allows users to add, edit, view & delete items in a closet.

**C#, SQL, MVC, ASP.Net, HTML, CSS, JavaScript, jQuery, Visual Studio**

* Developed a code first project geared to help a local non-profit with stream lining reports of animal cruelty

**Achievements**

**2017 Cleveland Hackathon: 3rd Place**

Worked with a team of software developers to create a program for veterans in need of counseling. Our work earned the group $250 and a free, 12 month lease to office space in Tower City to continue development.