

# Sonoely Merry

## Front End Developer

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<https://merrysonoely-fs.github.io/SonoelyMerry-Portfolio/#/>

## PROFESSIONAL SUMMARY

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A Web Development graduate with a Bachelor's degree in Full Stack Web Development from Full Sail University. Focused on front-end development with hands-on experience in HTML, CSS, JavaScript, and React. Passionate about creating responsive, accessible user interfaces and contributing to collaborative development teams.

## SKILLS

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- Languages and Markup: JavaScript, JSON, CSS, HTML
- Frameworks and Libraries: React, Tailwind CSS, Bootstrap, Axios
- Styling and Layout: Flex Box, CSS, Tailwind CSS, Bootstrap

## EXPERIENCE

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### Hotel Customer Service Representative

March 2024 - Present

*Shades of Green Resort- Orlando, FL*

- Answered 70–100+ daily inbound/outbound calls assisting military guests with hotel services and accommodations.
- Communicated internal dispatching system to coordinate real-time housekeeping requests, maintenance services, and transportation inquiries across multiple departments.
- Liaise with third-party vendors to assure timely high-quality service delivery.
- Covered front desk check-ins and room booking support, ensuring timely reservations.
- Maintained detailed logs of guest communications using proprietary service tracking software.

### Salon Reservation Agent

March 2023 - February 2024

*Pet Smart- Orlando, FL*

- Scheduled an average of 40–60 grooming appointments per day via inbound calls, aligning services with pet breed, temperament, and safety requirements.
- Navigated PetSmart's appointment management software to confirm, modify, and override scheduling requests.
- Promoted personalized grooming packages, increasing service value through targeted recommendations.
- Delivered bilingual (English/Spanish) support, improving accessibility and client satisfaction for Spanish-speaking customers.
- Maintained 98%+ accuracy in appointment scheduling while working in a high-volume remote environment.

### Customer Service Associate Supervisor

December 2014 - February 2023

*CVS Pharmacy- Orlando, FL*

- Pharmacy & Retail Customer Service Agent (Hybrid 2022 to 2023): Serviced pharmacy customers with refills, escalations, and general inquiries, and communicated with local pharmacy staff to resolve medication issues.
- Retail Supervisor (2018 to 2022): Supervised teams across four locations, trained staff, handled inventory, managed cash handling, money deposits, and ensured store organization.
- Pharmacy Technician (2016 to 2018): Filled prescription script drop offs, refilled medications, cash handling, insurance billing, inventory, followed compliance with safety protocols, delivered medications to local clients.
- Retail Cashier (2015 to 2016): Offered great customer service, maintained a clean environment, and handled money transactions and customer inquiries.

## EDUCATION

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### **Bachelor of Science in Web Development (B.S.)**

July 2025

*Full Sail University, Winter Park FL*

A front-end web developer and current Bachelor's candidate in Full Stack Web Development at Full Sail University. Experienced with HTML, CSS, JavaScript, and React. Passionate about building responsive, accessible UIs and contributing to collaborative, agile teams.