MOESHA MIGNOTT

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https://moeshamignott.github.io/Portfolio/

EDUCATION
Aug 2017 - 2021

Northern Caribbean University

CERTIFICATION

SheCodes Bootcamp - Frontend Development
Apr 2023

CERTIFICATE ID - 18815fb1bac1317871df32b8219f8b96
CERTIFICATE ID - a784050aad0cf1c25528711ff396f87e
CERTIFICATE ID - 05240557e806c768b3fdf4c55461beb1

International Cyber Threat Task Force - Cyber Security Bootcamp for Women
Mar 2023
CERTIFICATE ID - 644020769a2a2804e20c59b6

RELEVANT EXPERIENCE

SQUIRE (Saas)
June 2024 - Present
Customer Support Specialist - Remote

- Led technical troubleshooting for payment reader and app issues across clients account, reducing resolution time by 40%.
- Collect and analyzed client feedback, translating insights into actionable feature request, contributing to 3 feature releases.
- Collaborate with Engineering and support teams during platform outage to deliver real time updates, demonstrating strong leadership and communication.

Roger Clarke High School
Jan 2022 - Apr 2022
Social Worker - Contractor

- Conducted data collection and data analysis with over 70 disengaged students as part of a project to identify pattern in disengagement as well as barriers to re-enrollment with each student.
- Delivered reports to leadership, and to the Ministry of Education, with data-based recommendations to support intervention design.
- Achieved a 95% of students returned as a result of an outreach program, home visits, intervention plan based on behavior data.

PROJECTS   GitHub: https://github.com/MoeshaMignott

- **Weather App** - A responsive weather application using a live weather API. - https://moeshamignott.github.io/My-Weather-App/
- **Create Account Form** - This form, allows users to enter account details and confirm account setup. - https://moeshamignott.github.io/Account-Form/
- **Calculator** - A simple, user-friendly calculator. It lets users perform basic arithmetic operations with real time results. -https://moeshamignott.github.io/Calculator/

SKILLS

Technical: HTML, CSS, JavaScript, React, Bootstrap, Git, API, Python (Learning), SQL (Learning)
Data & Analytics: ChurnZero, Datadog, Atlassian (Jira, Confluence), Google Workspace