

## JESSIE GALINDO

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Portfolio: <https://jessie-galindo-portfolio-fa0dd3079f8a.herokuapp.com/>

GitHub: <https://github.com/MrMussyFace>

Full stack web developer leveraging background in information technology to provide unique perspectives in troubleshooting issues. Earned a certificate in Full Stack Web Development from the Northwestern University Coding Bootcamp. Innovative problem-solver who is passionate about developing apps with a focus on design and development. Strengths in creativity, teamwork, and building projects from ideation to execution.

## TECHNICAL SKILLS

VS Code, Git Bash, GitHub, HTML, CSS, JavaScript, Web APIs, Node, Express, MySQL, NoSQL, MongoDB, React, State, and Adobe Photoshop.

## EXPERIENCE

### Independent Contractor

2023

#### Xerox

Sioux City, IA

- Contracted by Randstad USA to collect data for Xerox at MercyOne Siouxland Medical Center and smaller clinics in nearby towns.
- Collected data and recorded inventory of every printer and fax machine at each location.

### Customer Service Representative

2020-2022

#### Principle Choice Solutions

Omaha, NE

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Offered advice and assistance to medical billing professionals, paid attention to special needs or wants in order to further assist veteran patients.
- Answered constant flow of customer calls with minimal wait times.

### Independent Contractor

2019-2020

#### Conagra Brands

Omaha, NE

- Handled and disposed of duplicate invoices in order to allow originals to be paid.
- Researched invoices that came in via Unknown Vendor so they could be sent to the designated vendor and be paid appropriately.

### Podcast Host

2018-2021

#### The Messed Up Wrestling Podcast

Omaha, NE

- Prepared for episodes by conducting research in specific topics and writing story plans.
- Set up and tested audio equipment for optimal sound.
- Performed on episodes while managing others involved in the episode. Edited and published episodes while maximizing exposure options.

- Monitored trends and statistics showing downloads and consistent listeners from around the world and maintained a social media presence with prompt responses to fan questions.

**Student Loan Advisor**

**2016-2019**

**Nelnet**

**Omaha, NE**

- Assisted and engaged with student loan borrowers about payments, and any assistance needed, including but not limited to payment plans, loan forgiveness qualifications, postponements, debt consolidation, and fee based third parties who try to scam students and graduates.
- Through Email/Chat team: Assisted up to 3 borrowers at once and answered up to 16 emails per hour.
- Achieved level of Team Captain twice, once per team.

**EDUCATION**

**Certificate, Full Stack Web Development** - Northwestern University

Evanston, IL

**Certificate, Computer System Technology** - UEI College

Chula Vista, CA