

NIKKOLE HARDY

WEB DEVELOPER



I am a qualified and professional web developer with two years of experience in database administration and website design. Strong creative and analytical skills. Team player with an eye for detail.

EXPERIENCE

SOFTWARE DEVELOPER

Banyan Labs LLC. - Indianapolis, IN

09/2020 - 02/2022

- Saw projects through entire SDLC.
- Developed recommendations and roadmaps to assist clients with their business goals and maximize client user experience.
- Researched and collected data to complete incoming work tickets while implementing front and backend testing to ensure quality written code.
- Led new employee onboarding including workshops teaching computer skills and fundamentals.
- Continuously learned new technologies and became a Certified Scrum master.

LANGUAGES | LIBRARIES | TECHNOLOGIES

- | | | |
|--------------|---------------|-------------|
| • Git | • AWS | • JSON |
| • Java | • Jira | • SaaS |
| • CSS | • Node.js | • Redux |
| • JavaScript | • React | • Debugging |
| • Agile | • Confluence | • jQuery |
| • Bootstrap | • Spring Boot | • REST |
| • GitHub | • UX | • OOP |
| • HTML5 | • Slack | • FDLS |
| • Docker | • Scrum | • Microsoft |
| • Python | • QA | SQL Server |
| • UI | • Django | • MySQL |
| | • Responsive | Databases |
| | web design | |

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EDUCATION

JUSTICE THROUGH CODE

Columbia University
Fullstack Certification

08/2022 - Present

PERSEVERE NOW

Free Code Camp
Fullstack Certification

01/2020 - 09/2020

TECHNICAL SKILLS

- Web Design
- Design Thinking
- Wireframe Creation
- Front End Coding
- Problem-Solving
- Computer Literacy
- Project Management Tools
- Strong Communication
- Back End Coding
- Full Stack Development
- Technical support
- Software Troubleshooting
- Agile Methodologies

TECHNICAL SUPPORT REPRESENTATIVE

Arizona Department of Corrections - Goodyear, AZ

01/2019 - 09/2020

- Provided daily support to users including answering questions, analyzing problems, and quickly forming solutions to return systems to proper operation.
- Communicated clearly and effectively with end users, colleagues, and management to quickly resolve issues and ensure customer satisfaction.
- Installed and maintained hardware, software, and other equipment to meet client requirements,
- Routinely observed operational performance, and install updates when necessary.
- Maintained detailed records of daily interactions with customers, installation activities, reported issues, and completed solutions along with any further actions required of management or repair personnel.
- Collaborated with technical staff and clients to establish goals and objectives for system improvements and upgrades.

HIGHWAY MAINTENANCE WORKER - ADOT

Arizona Department of Corrections - Goodyear, AZ

10/2018 - 01/2019

- Supported community and parks beautification initiatives, ensuring the successful delivery of necessary equipment and materials for pavement and landscape preservation and assisting with roadside restoration efforts.
- Upheld community safety and compliance standards, aiding in the removal of dangerous limbs and downed trees after large storm systems and installing irrigation systems.
- Maintained and operated equipment for all ADOT initiatives including motorized vehicles and tools.

CLIENT AND CUSTOMER EXPERIENCE PROFESSIONAL

06/2011 - 10/2018

Seven year career in client and customer relations with experience leading teams of 10 - 20 individuals, conducting annual reviews and managing their training development and growth. Led the weekly scheduling of all staff, developed plans for community workshops, and identified ways to drive sales volume for priority products each season. Supported client experience through the entire purchase cycle and troubleshooted complex client service issues. Managed six figure budgets during peak season and high volume events helping to deliver a premium client experience during highest trafficked seasons and holidays.

- Professional Cleaner - Daffy's Wacky Cleaning Services 02/2017 - 10/2018
- Sales Associate - Avi Resort & Casino 02/2016 - 09/2017
- Hostess/ Cashier - Colorado Belle Hotel & Casino 01/2014 - 02/2016
- Casino Cage Cashier - Avi Resort & Casino 03/2012 - 10/2014
- Sales Associate - Ross Dress For Less 09/2013 - 06/2014
- Head Cashier - The Home Depot 06/2011 - 09/2012