Aziah **Blanding**

SOFTWARE ENGINEER

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🌐 https://github.com/Primalsia

//ABOUT ME

Hey there! I'm Aziah, an *intuitive, creative,* young black woman. Previously holding over 3 years of experience in customer service, creating complex applications was merely a dream in the back of my mind. Once I realized that dream can become my reality, coding quickly became my passion. I am open to software engineering opportunities to further improve my skills and create an impact on users' experiences one code at a time!

//EXPERIENCE

Software Engineer
100Devs *Jan 2022 - Present*
- Tasked with developing over 7 user interfaces, resulting in redesigned layouts with increased responsiveness
- Collaborated with 3 groups, and gained experience and knowledge in writing custom, scalable code

Product Support Specialist
Omni Interactions, inc. *Jan 2021 - Mar 2021*
- Supported Tier-1 personnel from client escalations to assistance with product-related inquiries through calls and live chat with approx. 75% resolve rate
- Documented all ticket resolutions, and drafted 3 troubleshooting guides for tech team with brief descriptions of strategies used through Salesforce

Customer Service Specialist
Jason's Deli *Mar 2020 - Nov 2020*
- Built sustainable customer relationships resulting in an increase in customer satisfaction and sales
- Managed cash operations with POS systems in order to observe and document any shortages or overages

Waitress
La Fiesta Restaurante de Mexicana *Jan 2019 - Aug 2019*
- Maintained an extensive knowledge of 2 menus to educate guests and answer questions
- Trained 3 new employees by sharing customer service best practices and ensuring workplace concepts were acknowledged and followed

//EDUCATION

Computer Technology Applications Development
Midlands Technical College *Aug 2021 - Dec 2021*

//PROJECTS

One Piece Character Selector
Software Engineer
Interactive JavaScript application using gifs. The user can choose which One Piece character will fight against Doflamingo, and can also choose the location where the battle will take place. Technologies used: HTML, CSS, and JavaScript

//SKILLS

Skill	Rating
Empathy	●●●●●
Charisma	●●●●●
Communication	●●●●●
Problem-Solving	●●●●●
Creative Writing	●●●●●
HTML + CSS	●●●●○
JavaScript	●●○○○
React	●○○○○
Java	●●●○○
Node	●○○○○
SQL	●○○○○
MongoDB	●○○○○

//LANGUAGES

Language	Rating
English	●●●●●
Español	●●○○○
한글	●○○○○

//HOBBIES

♥ Anime
♥ Playing Video Games (Nintendo Switch, 3DS, PC)
♥ Traveling
♥ Weight-lifting
♥ Fashion