|  |  |
| --- | --- |
| Aziah Blanding  Software Engineer | horizontal line  *Problem-solving empath expanding skills through targeted mentorship and projects with innovative solutions and improvements for user satisfaction and company standards*  📧aziah.blanding@gmail.com  🔗**Portfolio |** [**LinkedIn**](https://www.linkedin.com/in/aziahblanding/) **|** [**Twitter**](https://twitter.com/shadesofaziah) **|** [**Github**](https://github.com/Primalsia)  📍SC, USA |
| **ㅡ** Skills | horizontal line  **Soft:** Empathy, Charisma, Communication, Detail-oriented  **Technical:** JavaScript, HTML, CSS, Java, Creative Writing  **Design/Research:** Interview/Survey, Qualitative Analysis, Personal Storyboards |
| **ㅡ** Experience | horizontal line 100Devs / Software EngineerJAN 2022 - PRESENT, REMOTE  * Tasked with developing over 7 user interfaces, resulting in redesigned layouts with increased responsiveness and accessibility * Collaborated in code reviews with 3 assigned groups, and gained experience and knowledge in writing custom, scalable code * Built mock designs and wireframes for landing pages of over 3 concepts * Curated over 30+ website changes to increase user flow and understanding of all platform capabilities and features across projects  Omni Interactions / Product Support SpecialistJAN 2021 - MAR 2021, REMOTE  * 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 * Mobilized the use of Salesforce platform and CRM tools to track over 12+ customer experiences, communication, and marketing efforts |
| **ㅡ** Education | horizontal line Midlands Tech College / Comp Tech Applications Development **Relevant Courses:**   * HTML+CSS * JAVA PROGRAMMING  Coursera / Google UX Design Fundamentals Certificates |