

# RHONDA GILLIARD

Software Engineer

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Motivated junior software engineer effective in analyzing, testing, and debugging technical information while guiding product design from conception to completion. Prior to being a software engineer, I leveraged my interpersonal and servant leadership skills to work as a customer success manager where I managed the partnership with the customer and the technology.

## Technical Skills

- JavaScript, Python, Node.js, React, Express, Redux, RESTful API, PostgreSQL, Sequelize, MongoDB, Bootstrap, Flexbox AWS, React Native, EJS, HTML, CSS, Trello, Netlify, Heroku, GitHub

## Education

- Georgia Perimeter College | A.S. in Political Science | Dunwoody, GA 08/2010 - 05/2012
- DigitalCrafts | Certificate in Software Engineering | Atlanta, GA 05/2020 - 12/2020
  - Software engineering training program covering full-stack development including, but not limited to JavaScript, including an emphasis on cutting-edge frameworks like React/Redux and server-side technologies including Node.js, Express, and PostgreSQL.

## Software Development Portfolio

- NewsFeed
  - Get the latest news while also being able to contribute your feedback on developing stories via Chat forum
  - Built out UI with all components, connection to database and added styling
  - React/Node.js/Express/RESTful API/JavaScript/PostgreSQL/Bootstrap/Netlify/Heroku
- The Human Experience
  - This Blog is a story telling of the changes in technology and questions whether “we” as humans will be judged like store-fronts in the near future.
  - Builder of blog and contributor to stories
  - Node.js/JavaScript/HTML/EJS/Mongodb
- Fly Free
  - Use this web-based application in between downtime to work on your bird flying skills -
  - Responsible for UI functionality and styling
  - JavaScript/HTML/CSS

## Professional Work Experience

- NexTraq - A Michelin Group Co | Customer Success Manager | Atlanta, GA 09/2018 - Current
- Lead and direct field training team sessions, while ensuring relevant and impactful training programs are created and delivered, with a strong focus on customer centricity.
  - Drive people, process, and technology initiatives to optimize the customer experience end-to-end.
  - Deliver product/program quality improvements based on Customer feedback and core performance measurements.
- Riskalyze | Customer Success Manager | Atlanta, GA 07/2018 - 08/2019
- Support the post-sales customer lifecycle as it relates to customer adoption, on-going support, programme optimization and expansion.
  - Identify and articulate how our solution supports achievement of the Customers’ strategic business goals.
  - Manages the customer experience across our Customer base, meeting agreed retention and usage targets.
  - Closely monitor adoption rates of assigned Accounts; providing insight to Customers. Feed this back to the Sales and Marketing Teams.
- NexTraq - A Michelin Group Co | Sales Engineer | Atlanta, GA 02/2017- 07/2018
- Advocate on behalf of the Customer during all business engagements to ensure a consistent experience.
  - Drive people, process, and technology initiatives to optimize the Customer experience end-to-end.
  - Identify critical short and long-term business opportunities that enable transformational customer experience.

*Additional details on prior work experience available upon request*