SHAUNA LACHELIER

Web Developer

Professional Summary

Solution-driven web developer adept at contributing to highly collaborative work environment, finding solutions and debugging.

Work History

2021-11 - Current

L1 Technical Support Engineer

Instructure, Salt Lake City, UT

- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Consistently exceeding metric goals and solving at least 3 users' problems per hour.

2022-07 - 2022-09

Technical Support Specialist

A-List Staffing, Austin, TX

- Recorded and maintained relevant notes for each client and work order.
- Analyzed issues to identify troubleshooting methods needed for quick remediation.
- Resolved 20+ technical support inquiries per day.

Interests

Drawing

Video Games

Animation

Reading

Contact

Address
Corpus Christi, TX, 78414

Phone
(860) 992-3440

E-mail
slachelier@gmail.com

LinkedIn
www.linkedin.com/in/SLachelier

Education

2022-04 - Current
Certificate of Completion: Full Stack Web Development

Coding Boot Camp At UT Austin - Austin, Texas

2020-08 - Current
Bachelor of Science: Computer Science And Programming

Del Mar College - Corpus Christi, TX

- Coursework in programming and mathematics
- Member of the Computer Science Club
- President's List - Fall 2020
- Current GPA: 3.65

Skills

HTML/CSS
Node.js
Express.js
Git
SQL
Heroku
BootStrap
Agile Development