

Contact

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Languages

French (Native or Bilingual)

English (Full Professional)

Samantha Nisus-Johnson

Greeter at Hertz

New Orleans, Louisiana, United States

Summary

As I reflect on my professional journey, I take pride in the diverse and enriching experiences that have shaped my career.

During my 7 years as a Full Stack Developer, I have had the privilege of working on a plethora of projects that span the entire software development lifecycle. From conceptualizing and designing user-friendly interfaces to coding robust back-end systems.

My experiences in quality assurance enhanced my meticulous attention to detail and have allowed me to contribute significantly to the overall product quality.

My background in customer service has shaped me into a professional who not only excels in technology but also thrives in providing exceptional service to clients and end-users alike.

Experience

Hertz

Greeter

August 2023 - Present (3 months)

Kenner, Louisiana, United States

=> Responsible for cultivating a welcoming atmosphere, this role involves providing courteous and high-quality assistance to customers, whether from leisure or business backgrounds.

=> Utilizing strong communication and de-escalation skills, along with a consistently friendly and positive demeanor.

=> Dedicated to customer advocacy to guarantee a smooth and enjoyable experience that enhances customer satisfaction.

Foundever

3 years 2 months

Payment Specialist

May 2021 - March 2023 (1 year 11 months)

Louisiana, United States

- => Responsible for consistent, professional handling of inbound customer service calls associated with processing payments and assisting with self-service payment options.
- => Navigated through multiple systems to research and process payments and assisting with troubleshooting self-service payment systems.

Customer Support Representative

April 2021 - May 2021 (2 months)

Louisiana, United States

- => Utilized problem-solving skills to identify root causes of customer issues and develop solutions for resolution.
- => Troubleshoot issues using remote access software tools.
- => Navigated various systems to answer customer support inquiries.
- => Documented and created records for CRM of customer and client interactions.

Search Quality Rater

February 2020 - April 2021 (1 year 3 months)

Louisiana, United States

- => Analyzed and provided feedback on text, web pages, images, and other types of information from search engines.
- => Successfully evaluated online search results' accuracy, relevance, and quality by applying established guidelines.

Teemwork.ai

Online Crowd Worker

September 2017 - December 2019 (2 years 4 months)

- => Data transcription and annotation.
- => Web search evaluation.

Ericsson

Consultant - Quality Assurance Engineer

January 2014 - May 2015 (1 year 5 months)

Massy, Île-de-France, France

- => Maintained documentation related to QA activities including test results, reports, and logs.
- => Monitored application performance by creating and running periodic scripts on production systems.
- => Collaborated with developers to identify bugs early in the development cycle and improved overall code quality through proactive bug detection techniques.

- => Conducted regression testing after major changes had been applied to validate system integrity.
- => Created and updated user documentation.

Devoteam

Consultant - Full Stack Developer

October 2010 - December 2013 (3 years 3 months)

Levallois-Perret, Île-de-France, France

- => Modified existing custom-developed intranet applications while performing bug fixes and manipulating existing code.
- => Designed and developed database objects including stored procedures, functions, and triggers to support business requirements.
- => Developed scripts using PowerShell, and Bash shell scripting languages for automating various tasks.
- => Maintained up-to-date user documentation.
- => Mentored junior members of the team in their development efforts while providing technical leadership.

eCareerDays

Full Stack Developer

June 2009 - September 2010 (1 year 4 months)

Paris, Île-de-France, France

- => Built and maintained a web platform acting as an online career center and CRM between one major French business and management school, companies, and graduates.
- => Performed debugging and troubleshooting tasks across multiple browsers and devices.
- => Optimized content for mobile devices.
- => Integrated third-party services into existing applications using API calls.
- => Designed and Maintained Databases.

Agence lecameleon

Full Stack Developer

July 2008 - March 2009 (9 months)

Paris, Île-de-France, France

- => Converted mockups into pixel-perfect responsive websites.
- => Collaborated with graphic designers on design deliverables, interactive prototypes, and production ready web applications.
- => Formatted, implemented, and monitored direct email marketing campaigns.

=> Utilized AJAX technology to dynamically load content without refreshing the page.

=> Designed, created and managed Databases.

YONNDE

Full-stack Developer

October 2007 - May 2008 (8 months)

Baie-Mahault, Guadeloupe

=> Built and maintained a household budgeting online platform.

=> Designed, created and managed Databases.

=> Insured website compatibility with main browsers.

=> Improved and automated the advertising management process.

=> Conducted code reviews for a developer intern to identify potential issues before integration into production environment.

=> Oversaw and managed advertising activities and content.

Education

Nucamp Coding Bootcamp

Full Stack Web and Mobile App Development · (August 2023 - January 2024)

Doranco Ecole Sup' des Tech Créatives

Multimedia & Web Development · (September 2009 - September 2010)

Université des Antilles

Bachelor of Science - BS, Data Processing and Data Processing

Technology · (September 2006 - June 2007)

General And Technological High School of Baimbridge (GUADELOUPE)

Higher National Diploma, Computer Software Engineering · (September 2004 - June 2006)

General And Technological High School Sonny Rupaire (GUADELOUPE)

High School Diploma, Mathematics/Engineering Sciences · (September 2001 - June 2004)