

## Contact

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## Top Skills

PHP

Attention to Detail

Front-End Development

## Languages

French (Native or Bilingual)

English (Full Professional)

# Samantha Nisus-Johnson

Full Stack Software Engineer | JavaScript | MongoDB | Express |  
React | Node | SQL | NoSQL | PHP  
New Orleans, Louisiana, United States

## Summary

Experienced Full Stack Developer with a Computer Science degree and 7+ years of expertise in web application development. Proficient in HTML, CSS, JavaScript, jQuery, PHP, Zend, and SQL.

Currently enrolled in a full stack coding bootcamp, mastering React.js, Express.js, MongoDB, and Node.js. Adaptable to industry standards like GCP, GitHub, and responsive design.

Eager to secure a technical role where I can apply my proficiency in both front-end and back-end development. Open to opportunities for mobile app creation for iOS and Android, as well as Quality Assurance.

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## Experience

Hertz

Greeter

August 2023 - Present (6 months)

Kenner, Louisiana, United States

- Demonstrating excellent communication skills by providing clear directions and assistance to customers, contributing to a seamless flow of information.
- Cultivating a welcoming atmosphere, consistently receiving positive feedback from both management and customers in both leisure and business sectors.
- Demonstrating strong de-escalation skills, contributing to a reduction in customer conflicts.

Foundever

3 years 2 months

Payment Specialist

May 2021 - March 2023 (1 year 11 months)

Louisiana, United States

- Achieved a high level of proficiency in handling inbound customer service calls related to payment processing, consistently delivering professional and customer-centric assistance.

- Successfully navigated and utilized multiple systems to research and process payments, demonstrating strong adaptability to technology.
- Acknowledged as one of the top 5 performers among a team of 15+ agents, reflecting a dedication to achieving and exceeding performance metrics.

#### TurboTax Tech Support - Seasonal

April 2021 - May 2021 (2 months)

Louisiana, United States

- Successfully troubleshooted complex issues using remote access software tools, demonstrating technical expertise and efficiency in resolving customer concerns promptly and effectively.
- Created detailed and accurate records in the CRM system, contributing to improved data management and enhanced customer relationship tracking.
- Acknowledged for valuable contributions and dedication to the team's success, received an offer to extend participation in the program.

#### Search Quality Rater

February 2020 - April 2021 (1 year 3 months)

Louisiana, United States

- Provided insightful analysis and constructive feedback on various forms of information, including text, web pages, and images sourced from search engines, contributing to the improvement of content quality and user experience.
- Regularly operated with an efficiency rate exceeding 97%.

#### Teemwork.ai

Crowdsourcer

September 2017 - December 2019 (2 years 4 months)

- Demonstrated exceptional proficiency in data transcription and annotation.
- Recognized for outstanding performance, I was offered a contract position after just three months of consistently excelling in various micro-tasks.
- Consistently maintain a precision rate of 90% or higher, ensuring a high level of accuracy and reliability.

#### Ericsson

Consultant - Quality Assurance Analyst

January 2014 - May 2015 (1 year 5 months)

Massy, Île-de-France, France

- Developed and executed test cases, identified defects, and actively collaborated with developers to swiftly resolve issues.

- Performed successful regression testing, ensuring the stability of web application releases.
- Played an integral role in Agile/Scrum meetings by providing valuable insights into the testing process and assessing evolution requests.
- Documented test results meticulously, creating detailed reports for stakeholders.
- Collaborated seamlessly with cross-functional teams, ensuring the consistent and timely delivery of high-quality releases for web applications.
- Occasionally provided effective technical support at both Level 1 and Level 2.

Clarify CRM | Excel | Visual TOM | Talend

## Devoteam

Consultant - Full Stack Developer

October 2010 - December 2013 (3 years 3 months)

Levallois-Perret, Île-de-France, France

- Successfully developed patches and implemented evolution requests for an internal application managing email communication for critical incidents on information systems and services.
- Composed/Updated installation/exploitation manuals for changes/corrections tailored for the Release Management department.
- Effectively implemented the tool's integration with the LDAP directory, enhancing user management capabilities, including authentication, subscription management, and streamlined communication delivery.
- Played a key role in the strategic decision-making process and successful discontinuation of an internal web application dedicated to the management of production schedules.
- Entrusted new responsibility: Taking care of the technical, evolutionary, and documentation management of an internal application handling SMS communications, along with SMS subscription management for critical incidents on information systems and services.
- Implemented scripts for streamlining preventive and recurring administrative tasks.

Oracle 10g | Apache | PHP | Ajax | PL/SQL | jQuery | Mantis BT | ksh

## eCareerDays (startup)

Full Stack Developer

June 2009 - September 2010 (1 year 4 months)

Paris, Île-de-France, France

- Served as the sole web developer, collaborating with the business owner to build and maintain a web platform functioning as an online career center and CRM for a major French business and management school, connecting companies and graduates.
- Performed debugging and troubleshooting tasks across multiple browsers and devices.
- Optimized content for mobile devices.
- Integrated third-party services using social network APIs.

Mac OS Server | FileMaker | PHP | Dreamweaver | XML | XSLT | Photoshop

### Agence lecameleon

#### Full Stack Developer

July 2008 - March 2009 (9 months)

Paris, Île-de-France, France

- Contributed to the specification, analysis, development, optimization, testing, and integration of Extranet and Internet applications.
- 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 and Newsletters.
- Participated in defining application architectures and database schemas.
- Created, and managed Databases.
- Carried out server configuration.

AJAX | XML | Apache | MySQL | SQL Server | PHP | ASP.NET | VB.NET | Sarbacane | Visual Basic Express | Photoshop | 123LogAnalyzer

### YONNDE (startup)

#### Full-stack Developer

October 2007 - May 2008 (8 months)

Baie-Mahault, Guadeloupe

- As the sole developer, 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 the production environment.

- Oversaw and managed advertising activities and content.

PHP | Apache | MySQL | AJAX | Dreamweaver

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## Education

### Nucamp Coding Bootcamp

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

### ORSYS

Zend Framework · (December 2013 - December 2013)

### ORSYS

PHP OOP · (June 2012 - June 2012)

### 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)