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## Summary

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Motivated and detail-oriented Coding Bootcamp Graduate with a strong foundation in software development principles and hands-on experience in [list primary languages/technologies learned]. Leveraging a 20-year background in customer service and sales, I bring a unique perspective to technology solutions, emphasizing user experience and customer satisfaction. Eager to apply my coding skills and collaborative work ethic to a dynamic development team.

## Skills

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- Proficient in Java, Python, & JavaScript.
- Experienced with Spring Boot, React, Node.js, Express, Mongoose, Git, Flask, & MySQL.
- Strong understanding of web development and software engineering principles.
- Excellent problem-solving abilities and analytical thinking.
- Effective communication and teamwork skills, honed through extensive customer service experience.

## Projects

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- **Product Manager** - JavaScript, Mongoose, React, Express, Node.js, & Postman for testing
  - This was my very first Full Stack MERN app project/assignment. Figuring out merging my frontend/client side with my backend/server side was my biggest struggle here. We had been working on each separately and this is where we brought it all together. I was able to complete this 3-part assignment in less than 2 hours. Part 1 I added the ability to create a new product on the main page of the app. Part 2 I created a route so that you can see the specifics for a particular product. Part 3 I made it so that you can update and delete the products.
- **Recipes** – Python, Flask, & MySQL
  - This was a difficult app to complete. The project/assignment was to create an app that requires a registration and login, allows users to enter/create recipes, view all recipe entries, and if authorized update or delete their entry. Working through all the different routes, getting everything working together, and getting the final product to work as intended was a huge learning experience.
- **Follow The Rainbow Travels** - JavaScript, Mongoose, React, Express, Node.js, & Postman for testing
  - This is a personal project I am working currently. The struggle is real, but rewarding. This is an app to assist travelers find safe spaces either with accommodations, adventures, nightlife, etc. At first my struggle was getting all my routes to work with one another. My next struggle was getting posts or QnAs to immediately update while also displaying in descending order while also being limited at times to the amount being viewed per a page. This is an ongoing project.

## Experience

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### Night Shift Foreman | 02/2023 – Present | King Soopers | CO

- Answered customer questions and provided detailed product information.
- Ensured all night shift personnel followed safety protocols and procedures.

**LNP (Local Number Portability) Specialist | 12/2021 - 11/2022 | IntelPeer | CO**

- Managed LNP related inquiries, resolving issues with an average turnaround time of 24 hours and achieving a 98% customer satisfaction rate.
- Led the successful porting of well over 10,000 telephone numbers annually with a 99.8% success rate, ensuring minimal service disruption and high customer satisfaction.

**Customer Service and Sales Expert | 04/2016 - 10/2021 | The CE Shop | CO**

- Collaborated with cross-functional teams, utilizing JIRA to facilitate the swift resolution of escalated customer issues, reducing resolution time by 30% and improving customer satisfaction scores.
- Played a pivotal role in a task force aimed at identifying and resolving systemic issues, leading to a 25% reduction in repeat customer complaints.
- Founded the Quality Assurance (QA) department, developing and implementing comprehensive templates, scoring systems, and procedures

**Owner/Massage Therapist | 06/2009 - 10/2018 | Private Practice | CO**

- Achieved a client retention rate of over 85%, significantly higher than industry average, by providing personalized treatment plans and follow-up care.
- Specialized in multiple massage techniques, tailoring sessions to individual client needs and health goals, resulting in a 95% client satisfaction rate.

**Education**

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**Software Development | Coding Dojo | 11/2023 | Online****Massage Therapy | Denver School of Massage Therapy | 12/2009 | CO****General Studies | University of North Florida | No-Degree | FL**