

SARAH GRAHAM

720-620-0869 sgrahminator1080@gmail.com Littleton, CO 80128

Professional Summary

Skilled Software Developer brings proficiency in Python, Java, Spring, and MERN. Works well with technical and non-technical personnel to accomplish development goals. Focused on delivering clean, error-free code for scalable, user-friendly designs.

<u>Skills</u>

- Java
- JavaScript/MERN
- Python
- JIRA software
- Salesforce/Lightning

- Software Development (Front and Backend)
- Data Structures and Algorithms
- Spring
- Node.js

Experience

King Soopers | Highlands Ranch, Co Overnight Stock Foreman

February 2023 - Current

- Worked nights in order to complete my coding bootcamp
- Promoted worksite safety and adherence to OSHA protocols
- Removed cardboard and pallets, replaced overstock to keep sales floor and stockroom organized and tidy
- Inspired teams using motivational leadership style
- Brought our store walk score from below 80 and failing to 85 and passing

_

DoorDash | Denver Metro Area, CO Delivery Driver

December 2022 - Current

- Read maps, followed oral/written instructions, and used GPS technology to make deliveries
- Maintained upbeat, positive attitude in busy, customer-focused environment
- 4.7 Customer satisfaction rating

IntelePeer | Centennial, CO LNP Specialist/Number Admin

December 2021 - November 2022

- Used ticketing systems to manage and process support actions and requests
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones
- Monitored systems in operation and quickly troubleshot errors



The Ce Shop | Centennial, CO Customer Service and Sales Chatter

April 2016 - October 2021

- Worked with cross-functional teams to facilitate swift resolution of escalated issues
- Created/Implemented QA department (templates, scoring, procedures, etc.)
- Brought customer satisfaction rating from 3.8 to 4.7
- Helped upgrade Salesforce to Lightning and ensured a seamless integration into our current system

Private Practice | Denver Metro Area, CO Massage Therapist/Owner

June 2009 - October 2018

- Maintained client treatment records and designed long-term care programs for return customers
- Assessed clients carefully to determine massage needs and potential problems due to individual physical conditions
- Advised clients on lifestyle changes to improve alignment, posture, and gait for better long-term wellness

Denver School of Massage Therapy | Westminster, CO Registrar

March 2010 - December 2014

- Updated computer system with latest information to keep records current and accurate
- Organized, reviewed, and filed paperwork for secure recordkeeping
- Facilitated student registration with admissions and records departments for smooth administration processes

Education

Coding Dojo, Online

November 2023

Certification - Java, JavaScript, and Python

Denver School of Massage Therapy, Westminster, CO

December 2009

Certificate - Massage Therapy

University of North Florida, Jacksonville, FL

General Studies, no degree