

SHANELLE HAYE

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PROFILE

Dynamic Front-End Developer Intern poised to apply HTML, CSS, and JavaScript expertise, along with a passion for agile methodologies and user-centered design. Brings a strong foundation in collaborative development, problem-solving, and effective communication. Eager to contribute to innovative web solutions by translating complex business requirements into intuitive user experiences.

SKILLS

- HTML5, CSS3, JavaScript, Bootstrap
- Well versed in API integrations
- Responsive design
- Strong problem-solving abilities
- Efficient multitasker in fast-paced environments
- Excellent written and verbal communication skills
- Detail Oriented

WORK EXPERIENCE

Aug 2023 – Dec 2023

SALES LEAD | CHAMPS SPORTS | SCARBOROUGH, ON

- Coached and motivated a team to achieve sales goals, resulting in a 15% increase in store sales.
- Ensured high levels of customer satisfaction by expertly addressing product inquiries and resolving issues promptly.
- Managed changing demands and opportunities in a rapidly changing retail environment.
- Responded to changing demands and opportunities in a rapidly changing omni-channel retail environment.
- Built and maintained strong relationships with customers.

Jan 2018 – Mar 2021

STATION AMBASSADOR | GO TRANSIT | TORONTO, ON

- Enhanced customer experience through forward-thinking strategies.
- Attended special need and requests of customers, enhancing overall satisfaction and loyalty.
- Communicated company policies and information effectively to customers.

Nov 2014 – Aug 2017

CUSTOMER SERVICE | WALMART | WHITBY, ON

- Cultivated strong customer relationships, resulting in an increase in positive feedback from customers.
- Implemented higher standards for customer service and streamlined operations.
- Trained and mentored new cashiers, enhancing their performance and efficiency.

EDUCATION

TRIOS COLLEGE

Mobile App & Web Development
Jan 2023 – Present

GEORGE BROWN COLLEGE

Fashion Management
Sep 2017 – April 2019