

Sharon Herrmann

Web Developer

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Experienced professional with over 20 years of customer service expertise, seeking to leverage time management, problem-solving superpowers, and commitment to excellence to contribute effectively in your business needs.

Achievements

Comcast – Wiki POC Project Team

2020

West Division Ace Award for upgrading the Technician Center of Excellence department's knowledgebase to SharePoint 2019

- Collaborated with a team to resolve design challenges within technical constraints.
- Self-learned Sharepoint and web apps to enhance user-friendliness for agents.
- Created design guidelines ensuring consistency for future team members.

Experience

Comcast

2015 – Present

Wiki POC Project Team – 2020

- Successfully transitioned knowledgebase to SharePoint 2019, improving usability and reducing redundancy for 200+ agents
- Received West Division Award, see Achievements

Engineering POC Project Team – 2021-2022

- Developed solutions to enhance ticket processes, reducing call handle time by at least 10 minutes and improving customer experience.
- Initiated continuous improvement initiatives and maintained outstanding metrics.

TSC Interim Supervisor – Dec 2017 - Feb 2018

- Effectively managed tasks during supervisor's absence, improving team ranking, leader score, and eNPS results by at least 44 points.

- Conducted regular individual 1x1s, set goals, and monitored progress.

Education

The Complete 2024 Web Development Bootcamp

Udemy 2024

Career-Changers UI Design & Animation

Career Foundry 2022

Bachelor degree in IT Networking,

AIU Online 2012

Skills

Soft Skills

- Strong analytical and critical thinking skills
- Excellent written and verbal communication
- Adaptable to a swiftly moving environment
- Cross-functional collaboration
- Microsoft Office Suite proficiency
- Ability to multitask
- Strong problem-solving skills
- Change management

Hard Skills

- HTML
- CSS
- JavaScript
- Github
- Responsive Designs
- Bootstrap