

Sheronda McKee-Dollar, DMA

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Front End Developer

System Improvement Focused | Strategic Problem Solver | Relationship Based | Strong Analytical Skills

Results-driven developer with passion for designing applications that exceed user expectations. Customer-focused and adaptable to variety of work environments, with high tolerance for risk and stress associated with tight deadlines. Self-starter with strong work ethic and high level of accuracy. Flexible, dependable, and willing to learn. Strong critical thinking skills with outstanding communication skills.

Technical Skills

| | |
|------------------|----------------------------|
| Languages | HTML + CSS, JavaScript |
| Platforms | Visual Studio Code, GitHub |
| Libraries | React.js |

Professional Experience

TRIPADVISOR, LLC, Las Vegas, NV

2017 – 2023

Office Experience Specialist

Managed day to day office services including deliveries and maintenance. Assisted with initiatives to elevate company culture by providing in-office gatherings and events that promoted connection and well-being.

- Assisted in implementation of Service Now Workplace module, overseeing updates to knowledge-based articles that provided valuable information to employees.
- Learned Service Now processes, building reports on key performance indicators and individual service level agreements, providing timely and exceptional company assistance to employees.
- Created and trained recruiters and recruitment coordinators on contract creation documents, ensuring global portfolio understanding and streamlining recruitment process.
- Coordinated with finance on office budgets (food / beverage, supplies, maintenance), providing employees with benefits (events, meals, and supplies) improving office experience and morale.

VIATOR, Las Vegas, NV

2015 – 2017

Groups Department Coordinator

Managed multiple customer accounts for travel excursions. Assisted travel agents with coordinating and negotiating contracts with vendors. Maintained company standards for payment processing and data security.

- Managed travel plan details for large groups and charters, enhancing travelers' experience.
- Processed payments and financial adjustments for reservations, alleviating workload from travel planners and vendors.
- Completed Payment Card Industry Data Security Standard compliance level 1 training.
- Streamlined processes for groups department, creating operations tailored to expanded team, maintaining organized responses and protocol.

Community Affiliations

OPERA LAS VEGAS, Las Vegas, NV

2020 – Present

Diversity Coordinator

Research historic and trending community conversations around Equity, Diversity, and Inclusion to advise Board of Directors on evolving community expectations.

- Managed board expectations and progress in Equity Diversity and Inclusion.
- Scheduled meetings and provided additional learning opportunities for board members.

Education

- **Doctor of Musical Arts (DMA)**, University of Nevada, Las Vegas, NV
- **Master of Music (MM)**, University of Nevada, Las Vegas, NV
- **Bachelor of Music (BM)**, Voice, Northern Arizona University, AZ

Certifications

- Front-end Developer, SheCodes React, SheCodes