Dana Fulmer

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Dedicated and dynamic Full Stack Web Developer blending a robust background in customer service and technical support to offer unique insights into enhancing end-user experiences on websites and software platforms. Currently advancing skills through a Certificate in Full Stack Flex Web Development, fueled by an unwavering passion for crafting innovative web solutions.

Technical Skills

JavaScript ES6+, CSS3, HTML5, SQL, NoSQL, GitHub, MongoDB, MySQL, Express, React, Node, Handlebars, jQuery, Bootstrap

Projects

Both of my projects below were for my certificate courses and were turned in within two weeks.

SightScene | https://github.com/nicholasmelo/SightScene | https://nicholasmelo.github.io/SightScene/
- **Summary:** First Group Student Project, created an app to lookup movies and get filming locations
- **Role:** Connect our API, Basic CSS with Responsive Design, Debugging
- **Tools:** JavaScript, HTML, CSS, TailwindCSS, Google Maps API

Bot Of Holding (TTRPG BOT) | https://github.com/eymerin/TTRPG-Inventory-Bot |
- **Summary:** Second Group Student Project, create a database that connects with a user UI - ours specifically is a discord bot that allows the DM to create items and player logins to dynamically manage TTRPG inventory via discord bot.
- **Role:** Discord bot coder, debugging
- **Tools:** JavaScript, Discord.js, mySQL, Sequelize, Node.js, Express.js

Experience

Morgan Stanley / Digital Support Agent

REMOTE | April 2021 - Present

- ***Client Support & Technical Troubleshooting:*** Assist high-value clients in regaining online account access through username maintenance, including password resets and navigation assistance within the online portal. Proficient in remotely troubleshooting and resolving technical issues, demonstrating an understanding of client-side technology concerns.
- ***Issue Escalation & Efficient Problem Resolution:*** Gather comprehensive information to effectively escalate complex issues to IT teams, contributing to swift and efficient resolutions for client account tech issues.
- ***Team Collaboration & Knowledge Sharing:*** Develop and present informative presentations to update team knowledge on various work functions. Actively support team members by providing answers and guidance in internal support chats, fostering collaborative problem-solving.
- ***Flexible Work Approach:*** Demonstrated flexibility during busy periods, regularly working 40+ hours and adapting to a flexible work schedule, managing a 4-day, 10 hour shift per week schedule effectively.
- ***Professional Development & Collaboration:*** Engage in weekly 1-on-1 and team meetings, actively participate in career goal setting with the company, and work consistently towards achieving those goals. Proactively cross-trained in various support areas, ensuring comprehensive coverage and adeptness in providing support wherever needed within the team.
- ***Versatile Skill Set & High-Value Client Handling:*** Handled and verified high net worth clients to security protocols, supporting efforts to prevent fraud and identify scammers, supporting accounts ranging from $100,000 to multi-million dollar valuations.

Granite Credit Union / Teller

SANDY, UT | August 2020 - November 2020

- .***Financial Transactions & Compliance:*** Conducted accurate and professional account transactions for members, ensuring compliance with extensive regulatory policies and standards. Managed daily cash drawer balancing **($700-$2000)** with precision and meticulous attention to detail.
- ***Vault Operations & Security:*** Responsible for ATM replenishment and nightly vault counts, demonstrating **integrity in handling financial assets and maintaining security protocols.**

Teleperformance / Customer Service Representative (CSR) Insurance Agent

SANDY, UT / REMOTE | June 2019 - May 2020

- *Insurance Account Management:* Handled inbound calls proficiently, assisting members with insurance account updates and managing various services, including add/move services, address modifications, limit updates, and cancellation requests. Addressed inquiries and concerns regarding insurance policies, ensuring clarity and resolution for clients, showcasing **effective communication** skills vital in collaborative web development environments.

- *Adaptability and Quick Learning:* Successfully completed education to become a licensed insurance agent within a dynamic and fast-paced environment, demonstrating a rapid learning curve and adaptability to new roles and responsibilities. Proactively embraced challenges, displaying a **willingness to learn and adapt quickly**, traits crucial for continuous skill development in web development roles.

- *Customer-Centric Approach:* Maintained a customer-centric focus while addressing policy-related questions and concerns, prioritizing client satisfaction and showcasing a commitment to delivering exceptional service. Engaged in **efficient problem-solving**, demonstrating a skill set adaptable to troubleshooting and resolving issues, valuable in web development scenarios.

Open Communications / Administrative Assistant

REMOTE | Sept 2018 - June 2019

- *Database Management & Organization:* Proficiently organized backend databases for leads, prospects, and client data, showcasing meticulous attention to detail crucial for managing complex data systems and data entry.

- *Backend Tools Proficiency:* Demonstrated proficiency in utilizing backend tools to generate quotes and facilitate seamless client-agent interactions, displaying technical acumen in backend systems, directly applicable to backend development in web applications.

- *Effective Communication & Task Prioritization:* Managed agent emails, ensuring swift responses to inquiries and efficient resolution of crucial matters, highlighting strong communication and task prioritization skills, essential in collaborative web development environments.

Education

University of Utah / Certificate, Full Stack Web Development

August 2023 - February 2024