

Dana Fulmer

Phone: (805)760-2093 | Email: DanaRFulmer@yahoo.com | St. George, UT, 84790
LinkedIn: www.linkedin.com/in/danafulmerdev | <https://danafulmerportfolio.netlify.app/> | GitHub: <https://github.com/SikoticVinyl>

Technical Skills

Languages: JavaScript ES6+, CSS3, HTML5

Databases: SQL, NoSQL, MongoDB, MySQL

Frameworks & Libraries: Express, React, Node.js, Handlebars, jQuery, Bootstrap

Tools & Platforms: GitHub, TailwindCSS, API's, Discord.js, Sequelize

Additional Skills: Refactoring Code, GraphQL, JWT (JSON Web Tokens), Local Storage

Projects

EconoMe | <https://github.com/SikoticVinyl/EconoMe> | <https://econome-rqta.onrender.com/>

- **Summary:** A personal budgeting app that allows users to create and update budgets easily. Served as the MVP for an interactive budgeting solution.
- **Role:** Database architecture, user authentication, front-end logic development, unit testing, minor project management, deployment.
- **Tools:** React.js, Apollo Client, GraphQL, MongoDB

Bot Of Holding (TTRPG BOT) | <https://github.com/eymerin/TTRPG-Inventory-Bot> |

- **Summary:** Developed a Discord bot for TTRPG inventory management, focusing on backend stability and functionality despite front-end development challenges.
- **Role:** Built the discord bot and integrating with the front end, database management, backend development, debugging, minor re-coding to help fix front-end issues.
- **Tools:** JavaScript, Discord.js, mySQL, Sequelize, Node.js, Express.js

Education

University of Utah / Certificate, Full Stack Web Development

August 2023 - February 2024

Experience

Morgan Stanley / Digital Support Agent

REMOTE | April 2021 - Present

- Familiarized clients with online accounts via navigation, reactivating and resetting access as well troubleshooting.
- Escalated more complex technical issues, reducing resolution time by 30% with efficient reporting.
- Guided high-value accounts through online processes while ensuring security and fraud prevention.
- Share knowledge and support other team members with issues, knowledge and escalations.
- Consistently scored 100% on client satisfaction, as well as 100% on knowledge metrics.

Granite Credit Union / Teller

SANDY, UT | August 2020 - November 2020

- Executed 100% accurate and timely account transactions for 500+ members, ensuring compliance with financial regulations and achieving a 99% customer satisfaction rate.
- Orchestrated the daily balancing of cash drawers with precision and accuracy, overseeing transactions ranging from \$700 to \$2000; maintained a spotless record of zero discrepancies through meticulous attention to detail and adherence to financial protocols.
- Processed ATM replenishment and nightly vault counts handling \$1000+ funds securely.

Teleperformance / Insurance Agent CSR

SANDY, UT / REMOTE | June 2019 - May 2020

- Became a licensed insurance agent for this role, showcasing quick and fast paced learning within 6 weeks.
- Reconciled insurance policy inquiries and updates, enhancing customer satisfaction while gracefully resolving upset clients.

Open Communications / Administrative Assistant

REMOTE | September 2018 - June 2019

- Orchestrated seamless coordination of executive calendars, scheduling meetings and optimizing agents time.
- Spearheaded a preemptive approach to identifying and rectifying potential issues.
- Adapted quickly to new software and tools, improving efficiency. Expert database manipulation and data entry.
- Effective communication, contributing to a positive team environment with 100% open communication.