Shannon Hogeboom

SKILLS

Full Stack Developer | Exceptional Customer Service Expert | Passionate About Advancing in Computer Science

I am a new Full Stack Developer who still has much to learn within the field but I pride myself with making meaningful connections, possess a relentless problem-solving drive, and am dedicated to advancing my career within the world of Computer Science.

EXPERIENCE

Starbucks — *Shift Supervisor*

January 2022 – PRESENT

- Elevating the coffee experience with a touch of creativity and a commitment to unparalleled service, I embrace the role of SSV, leading a team of eight baristas to deliver excellence during peak hours. My relentless focus on customer satisfaction and team collaboration resulted in an exceptional customer-centric environment, driving customer loyalty and business growth.

Starbucks — *Barista*

December 2020 – January 2022

- My journey as a barista at Starbucks opened doors to a world of creativity, where I crafted unique and personalized beverages for our valued patrons. My unwavering dedication to quality and innovation enabled me to transform the coffee-drinking experience into an unforgettable journey for each customer, leaving a lasting impression.

PetSmart — *Call Service Representative*

November 2020 – December 2020

- At PetSmart, I embraced the opportunity to connect with customers nationwide, providing exemplary service that went beyond expectations. My enthusiasm for upselling and my ability to anticipate customer needs allowed me to leave a positive impact on their experience, leading to an increased customer satisfaction and loyalty.

EDUCATION

Full-Stack Development — *Certificate*

February 2023 – Current, Arizona State University

EDUCATION

Hogeboom Homeschool, 5232 W Buckhorn Trl— *Highschool Diploma*

August 2015-May 2018

During my high school years, I was homeschooled with the support of my family. As my family's commitments grew, I made the transition to community college to complete my high school education.

Glendale Community College, 5727 W Happy Valley Rd, Glendale, AZ, 85310 — *Currently pursuing a degree in computer science*

I have been attending GCC since the age of 16, making steady progress in my academic journey. My time at GCC has allowed me to build a strong foundation of knowledge and skills, preparing me for my next academic step.

Goals

I am excited about my current pursuit of a Full-Stack Development Certificate at ASU. This program is equipping me with the latest industry-standard skills and knowledge in web development, which I am eager to apply in real-world scenarios. Additionally, my ultimate goal is to transfer to ASU to continue my studies. I am currently working on completing the necessary prerequisites to ensure a seamless transition to ASU's program. Through my dedication, commitment, and eagerness to learn, I am determined to make the most of my educational journey and contribute meaningfully to the technology and development industry.