

Tori Jesser

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Technical Skills Summary

- **Programming and Development:** Python 3, SQL, HTML, CSS, Javascript
- **Operating Systems:** Windows 7 & 10
- **Framework:** Django
- **Business Domains:** Hospitality, Government, Compliance, Technical Support
- **IDEs:** Visual Studio Code, Visual Studio 2019, Pycharm, IDLE
- **Methodologies:** Agile
- **Databases:** Microsoft SQL Server 2018, DB Browser for SQLite
- **Version Control:** Git & GitHub

Non-Technical Skills Summary

- Excellent Communicator
- Performs well under pressure
- Management Experience
- Critical Thinker
- Loves people and team environment
- Writing and Research

Programing Experience

- Created an application in Python 3.8 and Tkinter that allows users to add, update, and delete contacts from a phone book database. Created an application that allowed users to cut text files from one file path to another using Tkinter.
- Used Microsoft SQL Server 2018 to create a relational library management database and queried tables that cataloged books, authors, publishers, borrowers, branches and branch inventory.
- Published portfolio website using Visual Studio Code, HTML, CSS, and Javascript. Created functioning Tic-Tac-Toe game.
- Used Python 3.8, Django, and Pycharm to create a web application allowing users to add, edit, and delete Lego sets from a database. Was done on a team alongside 3 other projects while using Git, plus Azure DevOps, for version control.

EXPERIENCE

The Tech Academy

November 2019 - March 2020

- Created a personal website using HTML, CSS, and Javascript. Website features include a pop up form connected to Formspree, links to GitHub pages, navigational bar, and slideshow.
- Used SQL to query databases both provided to and created by myself.
- Was on a working project with team members to create a web application based on hobbies/collections. Application was written in Python while using Django.
- Used Git for local version control and Azure DevOps for our team master repository and version control.
- Experience with Visual Studio, Visual Studio Code, and Pycharm.
- Used Agile techniques during working project such as 5 minute stand-ups on what was achieved and roadblocks, plus Friday meetings on what is working, what wasn't working, and suggested improvements.

Nectar Markets LLC

Compliance Lead

July 2018 - Present

- Maintain data accuracy for multiple systems to report accurate sales to the state.
- Work in a close team, while also working on separate projects.
- Ensured that all products in the warehouse, and in stores were compliant with state laws and OLCC regulations.
- Determines task priority and delegates based on employee performance and ability.
- Provide support to the team to ensure strict, daily deadlines and sales goals are being met.
- Maintain department google drive for storing employee work, and our standard operating procedures.
- Assist stores with questions or issues arising in their Point of Sale through a ticketing system.
- Assist Licensing Director with filing forms, applications, research and proposals.

Lead Budtender

September 2017 - July 2018

- Worked with customers to find them the product they need.
- Handled cash transactions, was responsible for handling our cash safe, and for sale deposits.
- Managed other employees, including task delegation, and managing breaks.
- Submitted reports every day to upper management regarding employee performance, issues that arose during the shift, and documented any problems with delivery or auditing of product.

Oregon State Capitol

Intern with the Office of Senator Prozanski

February 2017 - June 2017

- Greeted constituents, lobbyists, and other legislators as they came into the office.
- Helped with keeping up on the Senator's schedule.
- Requested public hearings and workshop for the Senators bills.
- Responded to constituent emails and helped resolve dilemmas whenever possible.
- Did research for the Senators bills and drafted briefs for bills that were coming up for a vote on the Senate Floor.
- Had to be conscious of the diverse needs within the Senators district.

Convergys

Technical Supervisor and Product Specialist

July 2015 - January 2017

- Analyzed complex workflows to fix bookkeeping errors.
- Walked customers through installation of accounting software on multiple machines at once.
- Solved customer inquiries regarding secure billing questions.
- Used critical thinking skills to create unique solutions for my customers when a solution was not always present.
- Delighted upset customers with quick performance and proper phrasing.
- Empathized and partnered with customers so to come to a solution that would work best for them.

EDUCATION

The Tech Academy

November 2019 - March 2020

Completed 15 week Python Bootcamp.

Portland State University, 1825 SW Broadway, Portland, OR 97201

September 2014 - December 2017

Graduated with a Bachelor's degree in Political Science and a minor in Law and Legal Studies.

Oregon State University, Corvallis, OR 97331

September 2012 - JUNE 2014

Finished most of my bach CORE here before transferring up to Portland State to pursue my goal of receiving a political science degree.