

Tracy Whitefield

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An ideal choice for the open Junior Software Developer position with your company with experience in many IT-related roles. A dynamic self-starter, who brings enthusiasm and efficiency to any position. Eager lifelong learner, looking forward to expanding and growing my software development and other technical skills by contributing to productivity and collaboration with team members to enhance your company's bottom line.

Education

Computer Software Development 2021 to 2021
Western Governors University Murray, UT
 GERE Full-Stack Web Developer Certification Program: Front End, Back End, Software Development.
 HTML, CSS, JavaScript, React, Redux, SQL, TDD, Node.js, Express, GIT, Relational databases, Data structures, Cybersecurity, Algorithmic problem-solving.

Communications – Journalism 1988 to 1992
Brigham Young University Provo, UT

Certifications

A comprehensive list of relevant skills and verified certifications can be found on *LinkedIn*:
<https://www.linkedin.com/in/tracywhitefield/>

Relevant Skills

Front End Web Design, HTML5, CSS3, JavaScript, Git, SQL, React, Redux, Node.js, Bootstrap, Salesforce

Work Experience

Graphic Designer 2017 to Present
Allyssabeth's Crochet Henderson, NV

- Designed, drew and converted custom artwork; wrote and encoded instructions for craft patterns.
- Originated social media campaigns to drive sales, increasing business by 5000% over a two-year period.
- Created and managed multiple online business platforms to sell product lines.

Project Coordinator, Cybersecurity Team 2016 – 2017
Windstream Communications (APEX) Greenville, SC

- Planned network requirements, scheduled installs, dispatched technicians, and proactively communicated all details of T1 and Ethernet installation orders for multiple business customers and accounts to both customers and interdepartmentally.
- Created multiple systems and spreadsheets utilizing a shared drive to organize and maintain 250-400 customer accounts monthly, disseminating that information seamlessly to all appropriate parties.
- Kept up with new processes and procedures. Learned as much as possible about Fortinet and other methodologies employed by team of cybersecurity engineers to ensure security for business telecom customers. Assisted with training new hires, including ongoing training within department.

Connected Living Ambassador 2014 to 2014
Team Enterprises Spartanburg, SC

- Instructed Independent and Assisted Living resident seniors, staff and residents' family members how to use computers, tablets, proprietary community network, and the Internet.
- Skills taught included the use of cellular and smartphones, email, digital photography, online banking and investments, research, and social media, including such diverse sites as *Google, Skype, Facebook, Family Search, Ravelry, Pinterest, Twitter* and more.
- Facilitated interactive weekly group activities, lessons, individual tutoring, and hands-on mentoring.

Lead Trainer 2010 to 2017
Auction Trainers, LLC Simpsonville, SC

- Full-service business consultant specializing in teaching e-commerce sales methods and venues to businesses and individuals.
- Instructional design, development, and delivery of group and individual courses.
- Facilitated all levels of group classes and conducted individual training and mentoring sessions.

Senior Team Lead / Quality Assurance 2010 to 2011
Expert Planet Phoenix, AZ

- Supervised and trained home-based outbound phone consulting agents. Performed Quality Assurance auditing of agents' live and recorded calls.
- Monitored and assisted agents in real-time during calls using LiveOps online call center platform; utilized Salesforce.com to manage customer relations.
- Conducted both scheduled and escalated outbound phone consultations with highest-level customers.

Project Administrator, Software Testing Team 2005 to 2006
Oracle Corporation (Cook Systems International) Salt Lake City, UT

- Project Administrator overseeing the Software Development and Testing Team designing, developing, testing, and installing new customized Oracle accounts payable software solution for a large major department store chain at client's corporate office. Handled all management and administrative needs.
- Managed multi-million-dollar time and expense budget with rotating team of 100% travel-based consultants, (25% of whom were internationally based), and outside contractors, resulting in significant time and money savings for both client and team.

Owner and Manager 1997 to 2017
Allyssabeth's Hidden Treasures Simpsonville, SC

- Designed and executed business plan and direction to achieve profitable sales goals.
- Created professional marketing and promotional materials, resulting in more than 500% sales growth.
- Client relations and superior customer service to acquire and maintain new accounts.
- Project coordination for large and small clients to develop and implement marketing plans.