AppleCare Advisor AppleCare Advisor Full Stack Web Developer Atlanta, GA Dynamic and detail oriented web developer. Passion for solving problems, testing solutions, and a continuous desire to learn more each day. Excellent analytical and problem solving skills. Fast learner with great multi-tasking skills, and the ability to succeed on a development team or independent setting. Authorized to work in the US for any employer Work Experience AppleCare Advisor Apple - Atlanta, GA March 2019 to Present   Provide excellent customer service to iOS phones, iPads, and Mac computers   Answer AppleCare warranty support inquiry questions via phone, email and chat   Utilize Apple iCloud tools to troubleshoot and guide customers for an efficient user experience   Processed customer refunds for iTunes and iCloud Freelance Web Developer January 2017 to Present   Used HTML, CSS and JavaScript to create front-end interfaces for clients   Developed and optimized existing website for client, giving it a complete overhaul   Redesigned website for customer for an up to date and modernized interface   Completed all projects within set deadlines Web Development Immersive Student General Assembly - Atlanta, GA August 2018 to December 2018   Built several front-end projects using React and vanilla JavaScript, HTML, CSS   Implemented a RESTful API for a non-profit client to build and deploy a full stack React application   Utilized Node.js, Express, MongoDB, Python, and PostgreSQL on the back end   Developed a portfolio of individually and collaboratively focused in-class projects   Utilized Git for project version control, Netlift and Heroku for deployment Support Engineer Ultimate Software - Atlanta, GA January 2018 to June 2018   Created and closed several tickets per day, using JIRA   Worked with QA engineers to debug, using test driven development   Presented ideas for ongoing issues during daily stand-ups   Supported users with Microsoft Exchange, Excel, and Office 365   Performed software deployments, using Heroku and Microsoft SCCM Support Analyst TransUnion - Atlanta, GA September 2015 to December 2017 Education Georgia State University - Atlanta, GA January 2017 to May 2020 Skills Api, Javascript (2 years), Node.js (2 years), Json, Oauth, Object oriented, Object oriented programming, Postgresql, Mongodb, Ajax, Html5, Sass, Ui, Ux, Frameworks, jquery, Photoshop, RESTful (2 years), CSS (3 years), React (1 year) Links http://melissaarrington1.github.io

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