

Creator / Developer Creator / Developer San Diego, CA Tech savvy customer service professional accustomed to managing multiple systems while delivering pleasant and courteous service. Familiar with point-of-sale systems, websites, and customer relationship management. Comfortable with sales and problem resolution. Work Experience Creator / Developer Healthcnxt - San Diego, CA September 2018 to Present Develop and maintain a health, sports, and fitness social networking platform. Network to help users find pickup games, training events, sporting events, trainers and coaches in their local communities. Monitor analytics and marketing campaigns to build user retention. Freelance Web Developer Arnold's Web Development - San Diego, CA January 2018 to Present Generate new business through client referrals and Craigslist ads. Assist clients with the development of website concepts and design. Maintain optimal workflow from start to finish while coding the website appearance and functionality. Tenant/Guest Satisfaction Specialist Tessie's Rentals - San Diego, CA January 2018 to June 2019 Greeted Airbnb guests, gave them a property orientation, and shared local resources to improve the quality of their stay and earn a favorable property review. Completed small home improvements to assure marketability of the properties. Assisted in general property management including marketing, rent collection and responding to tenant requests. Client Success Specialist Property Capsule Inc October 2016 to September 2017 Engaged with customers using a customer messaging platform with a response time of less than 15 minutes. Resolved software bugs promptly and escalated priority tickets. Provided user app onboarding, training and troubleshooting through live chat, phone, email, and screen share. Assisted the development team with new software development features and built automated marketing materials. Web Developer Wombo Inc October 2015 to April 2016 Developed analytic features and maintained point of sale system for 3 business establishments using PHP and MySQL. Created WordPress websites. Assisted the IT field team by providing internet access at trade shows and conferences. Implemented online marketing campaigns and reported analytics to upper management. Optical Assistant See Kleer Eye Care Center - San Diego, CA March 2015 to October 2015 Managed patient relationships, including scheduling, insurance, billing, front office clerical duties, and assisted optometrist with patient visual acuity examinations. Collaborated with

optic labs and operated an eyeglass fabricating machine. Education Associate in Business Administration San Diego Mesa College - San Diego, CA July 2017 to August 2019 Skills PHP, Javascript, Bootstrap, HTML5, JQuery, Laravel, Vue.js, Customer Service (2 years), Microsoft Office (2 years)

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