Goal

To represent your software company as a product owner

Education

Web Development Immersive Certificate
Galvanize

Bachelor of Arts in Music, German minor
University of Utah

Skills Asessment

Customer Relations
✦✦✦✦✦

People Management
✦✦✦✦

Web Development
✦✦✦

Quality Analysis
✦✦

Highlighed Experience

Customer Service Manager – Smith's Marketplace
Sept 2018 – Current

·Responsible for supervising a 170,000 sq. ft. superstore in store directors' absence
·Respond to and resolve customer feedback
·Supervise and direct front-end employee activities and protect substantial cash assets
·Ensure maintenance and operability of check-out technology including self-checkout robots and cash recycler
·Trained in inventory ordering as well as selection and delivery of online pickup orders

Software Development Intern – Red Pepper Software
Jan 2019 – Nov 2019

·Using Jira as the productivity tool with scrum methodology and agile workflow, assisted team with QA, pair programming, code review and full stack coding assignments building proprietary software for multiple clients
·While managing multiple tickets on strict tempo timers, switched between different tech stacks and languages
·Worked in frontend web and mobile development using HTML, CSS, Sass, JavaScript, TypeScript, PHP, Razor, Xamarin.iOS, and JS frameworks such as Angular
·Customized templates on e-commerce platforms like Shopify and blogsites such as WordPress and Magento
·Worked in backend development using C#, ASP.NET, Entity framework and SQL

Administrative Assistant – University of Utah
Dec 2007 – Jul 2014

·Former Assistant to the Director of the Center for Engineering Innovation in the Dept. of Electrical & Computer Engineering and Nanotechnology Institute of Utah
·Coordinated the design and development of websites, social media, and marketing materials
·Provided support to research faculty, visiting scholars, guest speakers and staff
·Organized and supervised special events and conferences including venue selection, catering, promotion, sponsorship, media materials
·Coordinated project and customer resource management using CRM tools such as Pipedrive and Zoho