**Daniel** **Jones**

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I'm a hungry, passionate and eager Web Developer (1+ years exp) working with React, Django, JavaScript, and Python. My fascination with learning to code hasn't changed since day one. I continue to learn, with a focus on accessibility and scaling clean code. With everything I make, I strive for a high degree of appeal and UI/UX functionality.​

**EXPERIENCE**

**Last Mile Customer Service** Feb 2021 - Present

Amazon, Vista, CA

Communicated with customers directly by phone and email, empathizing and prioritizing their needs. Clearly understood and responded to customer issues with concise, accurately written communication

Upheld company values, resolved issues, and set appropriate expectations with every customer

Approached problems with logic and good judgement to ensure outcome, making quick and effective decisions on behalf of the customer from inside an Amazon Logistics (AMZL) delivery station

**Customer Service** Mar 2019 - Jan 2021

Lowe's, Carlsbad, CA

Handled customer issues with integrity, worked with a team to uphold customer focus, and collaborated with other parts of the facility to ensure delivered promises.

First point of contact troubleshooting technical and product issues for customers. Assessed customer's needs, translating billing inquiries into solutions.

**EDUCATION**

**Computer Science for Transfer - Computer Sciences** Aug 2019 - Jun 2023 (Expected)

*MiraCosta College, Oceanside, CA*

**High School Diploma - General Studies** Aug 2011 - Jun 2015

*San Marcos High School, San Marcos, CA*

**SKILLS**

**Expert in:** HTML, CSS, Django, Responsive Web Design

**Intermediate in:** JavaScript, React, Python, ES6, Visual Studio Code, AJAX, SQL

**Basic in:** Git, C, C++, Java

**LICENSES & CERTIFICATIONS**

**Front End Development Libraries** 2021

*freeCodeCamp.org* - *https://www.freecodecamp.org/certification/writingnights/front-end-development-libraries*

**Web Programming with Python and Javascript** 2021

*HarvardX* - *https://certificates.cs50.io/436f3dab-1662-4d7c-af15-f97f94d44e59.pdf?size=letter*

**Intro to Computer Science** 2020

*HarvardX* - *https://certificates.cs50.io/26e551a4-da11-4eaf-bed6-edd2f863e811*

**JavaScript Algorithms and Data Structures** 2020

*freeCodeCamp.org* - *https://www.freecodecamp.org/certification/writingnights/javascript-algorithms-and-data-structures*

**Responsive Web Design** 2020

*freeCodeCamp.org* - *https://www.freecodecamp.org/certification/writingnights/responsive-web-design*