Front-end web developer with experience working with multiple simultaneous clients, colleagues, projects, and strict deadlines while ensuring a high level of satisfaction. Detail oriented, creative thinker with excellent teamwork skills.

**TECHNICAL SKILLS**

HTML5 **|** CSS3 **|** JavaScript **|** jQuery **|** Bootstrap **|** Responsive Design **|** SEO **|** Node.js **|** Express **|** React **|** User Authentication **|** PWA’s **|** MySQL **|** MongoDB

**EDUCATION**

* **Certificate - Full Stack Web Development**

**University of New Hampshire**

Graduated 2021

* **Bachelor’s Degree - Liberal Studies -** Economics/Political Science

**University of Massachusetts**

Graduated 2008

**PROJECTS**

**Tech Blog |** [Github](https://github.com/abalcs/Tech-Blog) **|** [Deployed Project](https://glacial-badlands-18828.herokuapp.com/login)

* A blog site that authenticates users and allows them to read posts created by others and create, update, and delete their own posts and comments on others posts as well.
* Designed from scratch using the MVC model
* **Languages used:** JavaScript, MYSQL, Sequelize, Express, Handlebars.js, Bootstrap, CSS, and Node.js.

**MaskerAid |** [Github](https://github.com/abalcs/Masker-Aid) **|** [Deployed Project](https://aqueous-harbor-96616.herokuapp.com/login)

* A resource for users to share information about mask requirements (or lack thereof) using the Google Places API for businesses in their local area so that the user is prepared when leaving home.
* Designed UI, built all API routes and server using the MVC model
* **Languages used:** Javascript, MYSQL, Express, Node.js, Handlebars, Google Places API

**Marvel Archive |** [Github](https://github.com/abalcs/Marvel-Archive) **|** [Deployed Project](https://unh-bootcamp-projects.github.io/project-1-group-d/index.html)

* An information resource for users to learn more about their favorite Marvel universe characters. Information includes a bio, film, television and comic book appearances
* Designed front-end UI using Materialize, Moment.js, and CSS3
* **Languages used:** Javascript, OMDB API, Marvel API, CSS, Materialize, Moment.js, HTML

**WORK EXPERIENCE**

**Regional Sales Manager – Northwest Europe & Middle East**

**Audley Travel** - Boston, MA

*August 2016 to August 2020*

* Increased the regional Sales Team conversion of leads from 8% to 15% by focusing on coaching and training and delivering our highest converting leads to our top specialists to ensure the highest quality client experience
* Assisted in creating sales strategies to drive and convert quotes into bookings and saw an increase from 30% to 55% of quotes being converted across the region
* Set quarterly goals for team and create individualized development plans for each direct report
* 2017 Top Performer for effort in growing the Sales team and achieving departmental sales targets consistently
* Distributed leads each morning to ensure work capacities were fairly balanced, actioned within 2 hours of receiving them, and that our repeat clients were contacted by our most tenured, high-performing specialists
* Created and implemented department training to address skill gaps and prepare teams for relevant and seasonal trends

**Sales Supervisor – Inbound Sales**

**Viking Cruises** - Boston, MA

*December 2015 to July 2016*

* Managed the Sales team’s achievement of monthly and quarterly sales goals
* Created and ran team trainings that were aimed at strengthening sales skills and role efficiencies
* Collaborated with colleagues to drive increased revenue, conversion, and up-sells through training and addressing performance issues

*References Available on Request*