ALICE **PIAR**

787-349-3672

Adpir30@gmail.com · [LinkedIn](#) [GitHub](#) Portfolio

Looking for a progressive environment in which to utilize my newly acquired technical skills and apply them to exciting projects, building creative tools, and problem-solving. Combining a strong background in the arts with a recent certification in Full Stack Developing at the University of Minnesota, as well as versatile data operations and customer service experience. I am looking to incorporate all of my experience and my strengths into my work- a passionate Full Stack Developer with a bachelors in theater.

TECHNICAL SKILLS

- Languages: HTML, CSS, JavaScript, jQuery, Node, JavaScript
- Applications: GitHub, GitLab, Visual Studio Code, Terminal
- Responsive Website Design
- Testing and debugging
- Framework: Bootstrap and Foundation

PROJECTS

Professional Portfolio | [Writing Link to GitHub](#) **|** [Deployed Link](#)
Responsive design ensures that web applications render well on a variety of devices and window or screen sizes.
Tools: HTML, CSS, jQuery, Bootstrap, Google Fonts, Font Awesome, Favicon

Weather App| [Writing Link to GitHub](#) **|** [Deployed Link](#)
This weather dashboard will run in the browser and feature dynamically updated HTML and CSS. Using the Open Weather API, I retrieve weather data for cities, and using local Storage we to make sure to save the data.
Tools: HTML, CSS, jQuery, Google Fonts, Font Awesome, Open Weather API, Local Storage

Word Connections | [Writing Link to GitHub](#) **|** [Deployed Link](#)
Word Connection is a website where you can look for word definitions and useful connections.
Tools: White Board App, Giphy, API, You Tube API, Webster Merriam API, jQuery and JavaScript

EXPERIENCE

JUNE 2019 - PRESENT

Team lead Data Operations Specialist, OUTSELL

Directing my team of Data Operation Specialists in goals, operations, and delegating workflow between them. Training new and existing employees in operations and execution of tasks.
Handling Coop submission for reimbursement of funds.
Managing and operating the Global Service Desk platform, prioritizing the entirety of all requests, orders, tickets, and issues within the company, and organizing the departmental destination of them. Managing dealer onboarding, their expectations, and goals.
Track the efficacy of employee execution of tasks, ticket management and protocols.
Continuing to maintain all duties of a Data Operations Specialist.
Recognitions: Nominated as a Transformer for having an exceptional Innovation, Quality, Teamwork and Customer Service.

NOVEMBER 2015 – MAY 2019

Data operations Specialist, OUTSELL

Directly Implementing of a multitude of different algorithmic AI software products for dealerships which allow them to capitalize on collected potential customer data to measurably increase dealerships sales.
Keeping in contact with dealerships, and answering questions, defining goals, identifying issues and resolving them quickly.
Coordinating company and client resources to achieve common project and service delivery goals.
Coordinating with many different 3rd party vendors for necessary data collection for dealer products. (CRM, DMS,)

APRIL 2015- NOVEMBER 2015

Live Chat, OUTSELL

Aided prospective clients with inquiries about their potential vehicle purchases and worked to connect them with dealers, leading to final vehicle purchase.
Tracked all inquiries and input data into AI driven system for potential client leads for future purchase.

April 2012- February 2015

SHIFT Manager, CVS

Supervise and designate duties to all store employees, complete payroll, cashier,
and work as pharmacy technician
Recognized as top loss-prevention (LP).
Managed money and store deposits.
Oversaw all departments: Pharmacy, Photo lab, Hallmark, Inventory, Beauty Advisor, and Front-end
Trained all new employees.
Managed store in absence of the general manager.

EDUCATION

SEPTEMBER 2020-PRESENT
Full Stack Web Development Boot Camp, University of Minnesota

AUGUST 2015-2018
THEATER, UNIVERSITY OF MINNESOTA

AUGUST 2004-2010
THEATER, UNIVERSITY OF SACRED HEART PUERTO RICO