

ALICE PIAR

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Portfolio: <https://adpir.github.io/ReactPortfolio/>

A Full Stack Software Engineer with a background in theater, customer experience and technical support in operations. Looking for a progressive environment in which to utilize my newly acquired technical skills, amplify them and apply them to new cutting-edge projects, building creative platforms, and problem solving. Earned a full stack certificate in software engineering at the University of Minnesota. I am looking to incorporate all of my knowledge, passion and eye for quality to the next challenge.

TECHNICAL SKILLS

- ◆ **Languages:** HTML5, CSS3, JavaScript, jQuery, React, MERN
- ◆ **Applications:** GitHub, GitLab, Visual Studio Code, Terminal, Heroku, MongoDB, MySQL
- ◆ **Tools:** Node, Handlebars, Mongoose, Express, Sequelize
- ◆ **Framework:** Bootstrap, Foundation and Tailwinds CSS
- ◆ **Additional Skills:** Problem Solving, Training, managing and motivating people, bilingual (Spanish) word, excel, power point.

PROJECTS

Portfolio | <https://github.com/adpir/ReactPortfolio> | <https://adpir.github.io/ReactPortfolio/>

- ◆ Responsive design ensures that web applications render well on a variety of devices and window or screen sizes.
- ◆ Tools: React, React Scroll, React Icons, Tailwinds CSS

Yogo | <https://github.com/adpir/YoGo> | <https://yogood.herokuapp.com>

- ◆ YoGo is an app to help user prioritize self-care. Self-care is essential for our health and well-being, especially with increased stressors introduced within the last year.
- ◆ Role: Front-End Developer
- ◆ Tools: React, JavaScript, Tailwinds CSS, Adobe Illustrator, Travis.yml, cypress, Express, node.js, MongoDB Atlas,

Word Connections | <https://github.com/adpir/Word-Connections> | <https://adpir.github.io/Word-Connections>

- ◆ Word Connection is a website where you can look for word definitions and useful connections.
- ◆ Roles: Front-End Developer
- ◆ Tools: White Board App, Giphy, API, You Tube API, Webster Merriam API, jQuery and JavaScript

Dinner and A Movie | <https://github.com/adpir/DinnerAndAMovie> | <https://mysterious-retreat-01401.herokuapp.com>

- ◆ On this app we used The Meal DB API to generate meal recommendations and the OMDB API to generate the movie data.
- ◆ Roles: Front-End and Back-End Developer
- ◆ Tools: The Meal DB API, OMDB API, jQuery, Handlebars, Bootstrap, MySQL

EXPERIENCE

JUNE 2019 – APRIL 2021

Team lead Data Operations Specialist, OUTSELL LLC

- ◆ Directed a team of Data Operation Specialists toward company goals, maximized operations, and delegated workflow between them to meet and surpass SLA standards
- ◆ Trained new and existing employees
- ◆ Tracked the efficacy of employee execution of tasks, managed Global Service Desk and protocols to meet the SLA for the entirety of Outsell company.
- ◆ Managed CRM Databases, troubleshooting, account maintenance
- ◆ Coordinated with many different 3rd party vendors for necessary data collection for dealer products. (CRM, DMS,)
- ◆ **Recognitions:** Nominated as top Transformer for having an exceptional Initiative, quality of work, management, teamwork and customer service.
- ◆ Recognized again separately as transformer nominee for excellency in training excellency employees.

NOVEMBER 2015 – MAY 2019

Data operations Specialist, OUTSELL LLC

- ◆ Directly Implemented 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.
- ◆ Customer Service, meeting productivity goals, identifying issues and resolving them quickly.
- ◆ Coordinated company and client resources to achieve common project and service delivery goals.
- ◆ Handled Coop submission for reimbursement of funds and troubleshooting of any issues.
- ◆ Handled documentation of system operations for management and employee reference

EDUCATION

SEPTEMBER 2020- APRIL 2021

BOOTCAMP CERTIFICATE: University of Minnesota **Full Stack Software Engineer Boot Camp**

AUGUST 2015-2018

THEATER, University of Minnesota

AUGUST 2004-2010

THEATER, University of Sacred Heart, Puerto Rico