

# ALICE PIAR

Minneapolis, MN, 55416

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

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A Full Stack Web Developer 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 web development at the University of Minnesota. Eager 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

Framework: Bootstrap, Foundation and Tailwinds CSS

Additional Skills: Problem Solving, Training, managing and motivating people, bilingual (Spanish) word, excel and power point.

## PROJECTS

**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

### **Team lead Data Operations Specialist, OUTSELL LLC    JUNE 2019 – APRIL 2021 Minneapolis, MN**

- Directed a team of Data Operation Specialists toward company goals, maximized operations, and delegated workflow between them to meet and surpass Service Level Agreement standards
- 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, and account maintenance
- Coordinated with many different 3<sup>rd</sup> party vendors for necessary data collection for dealer products. (CRM, DMS,)
- **Recognitions:** Nominated as top Transformer for having an exceptional Initiative, quality of work, customer retention, management and teamwork
- Recognized again separately as Transformer nominee for excellency in training excellency employees.
- Ranked as #1 in work output in the department
- Awarded control of the Global Service Desk for the entirety of the company due to track record of efficiency and data tracking
- Substantial improvement across multiple departments measured 6 months after taking control of the Global Service Desk

### **Team lead Data Operations Specialist, OUTSELL LLC                      APRIL 2015 – MAY 2019 Minneapolis, MN**

- 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.
- Exceeded productivity goals, identified issues and resolved them quickly.
- Coordinated company and client resources to achieve common project and service delivery goals.
- Uncovered major hidden problems one of which saved the company from losing its largest contract saving company tens of thousands in revenue.
- Handled Coop submission for reimbursement of funds and troubleshooting of any issues.
- Created a documentation of all system operations for management and employee reference
- Received over a dozen gift cards and thankyou letters from connected departments due to quick turn around and problem solving. This work led to tough sales completed that were on the brink and clients retained for these departments / employees.

## EDUCATION

**SEPTEMBER 2020- APRIL 2021**

**BOOTCAMP CERTIFICATE:** University of Minnesota **Full Stack Web Developer**

**AUGUST 2015-2018**

Bachelor of Arts-THEATER, University of Minnesota, **MN**

**AUGUST 2004-2009**

Bachelor of Arts-THEATER, University of Sacred Heart, **Puerto Rico**