AFEENI PHILLIPS

Los Angeles, CA
(347) 264-7357
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https://afeeni.github.io/

PROFESSIONAL SUMMARY

Ambitious, results oriented CIS graduate with success in delivering high quality work by being self-directed and making data driven decisions. Experience in large corporate, startup, and also freelance work positions. A team player who is known for her excellent leadership, strong communication, and proficiency of technical skills; looking for an opportunity to expand technical expertise by supporting innovative solutions.

TECHNICAL KNOWLEDGE

Skills: SQL, HTML5, CSS3, JavaScript, XML, Microsoft Office Suite (Excel, Access, PowerPoint), VBA, WordPress, ReactJS, Angular, Redux, Cypress, Java, Jenkins, Jira, Confluence, Dremio, Git, Shell Scripting, Linux, Visio, Final Cut Pro, iMovie, Adobe Premiere, Agile Methodologies, Scrum, Microsoft Dynamics CRM

PROFESSIONAL EXPERIENCE

NAVVIS   **LOS ANGELES, CA; MUNICH, GERMANY**
SOLUTIONS ENGINEER   **APR 2022 - PRESENT**

- Analyze, troubleshoot, and reproduce complex technical customer issues with our IVION software and its API as well as managing and finding long term improvements for those issues
- Understand and analyze customer issues and feedback as well as statistical data to improve the user experience and reliability of our IVION software and API together with our product owners
- Use Microsoft Dynamics CRM to communicate with clients, create Knowledge Based Articles for documentation, manage client information, and ensure Service Level Agreements and Quality Goal KPIs are achieved
- Develop and run product trainings for our Technical Account Managers whenever new software releases or hardware updates are available
- Communicate with international clients primarily based in Europe.

ROYAL BANK OF CANADA CAPITAL MARKETS   **JERSEY CITY, NJ**
TECHNOLOGY ANALYST   **AUG 2019 - OCT 2021**

- Gained experience with a full stack of technical & business roles within a technical rotational program
- Analyzed, documented, and conveyed federal AML regulations for recording payment transactions by using SQL queries in Dremio, ERD's, and Excel to standardize the way data was logged departmentally
- Organized and led weekly Design Council meetings, used to pitch new internal functions and applications
- Implemented automation, continuous integration, and continuous deployment using Docker, Git, Jira, and Jenkins
- Increased transparency between stakeholders by creating and publishing documentation for web apps, helping to solve product issues, and giving product demos.
- Automated QA end to end JavaScript regression testing, using Cypress, to ensure internal data visualization & business intelligence applications worked as needed and to find any detrimental bugs prior to production release

ROYAL BANK OF CANADA CAPITAL MARKETS   **JERSEY CITY, NJ**
TECHNOLOGY ANALYST INTERN   **JUN 2018 - AUG 2018**

- Created internal web applications, using ReactJS, to onboard all RESTful APIs within an organization of over 8,000 employees
- Served as Scrum Master of the intern team and worked with stakeholders to resolve any cross-functional issues

EDUCATION & CERTIFICATIONS

SCRUM ALLIANCE CERTIFIED SCRUMMASTER (CSM)   **JUNE 2021**

HOWARD UNIVERSITY, WASHINGTON, D.C   **AUG 2015 - MAY 2019**
Bachelor of Business Administration, Computer Information Systems, GPA - 3.3

GOOGLE TECH EXCHANGE PROGRAM, MOUNTAINVIEW, CA   **AUG 2018 - DEC 2018**

VOLUNTEER EXPERIENCE

AMERICA NEEDS YOU, LOS ANGELES, CA   **OCT 2020 - PRESENT**