

# Akia C. Young

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## SUMMARY

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Full Stack Engineer and Application Developer proficient in modern front end technologies such as React and Angular, as well as back end technologies like Node.js. Strong believer in the importance of accessibility and inclusive design, with a track record of implementing these principles in all projects. Proven ability to collaborate effectively with cross-functional teams, and a drive to constantly learn and improve skills. Looking for an opportunity to use my skills and passion to make a positive impact.

## EDUCATION

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**Western Governors University**, Expected May 2024

Bachelor of Science in Computer Science

**Generation USA Junior Cloud Practitioner Program**, February 2022

Certified Cloud Practitioner, AWS

## TECHNICAL SKILLS AND SOFTWARE PROFICIENCIES

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JavaScript • SQL/MySQL • Linux • GIT • CSS • HTML • Adobe Creative Suite • AWS • Windows Server  
Adobe Creative Suite • Windows Server • ServiceNow Scripting • ServiceNow Implementation •  
ServiceNow Service Portal • Flow Designer

## PROJECT EXPERIENCE

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December 2022

### Akima Couture Rentals

Created a Service Portal and custom application for a garment rental company that included a Flow Designer flow that automated tasks such as sending delivery/return notifications, assigning task, as well as creating and updating records.

- Dedicated Developer and Scrum Master
- Utilized Service Portal to develop a custom theme and portal.

## WORK EXPERIENCE

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September 2022 to December 2022

### ServiceNow

Chicago, IL

#### NextGen Externship Program Participant

The ServiceNow NextGen Professionals Reskill program is a 12-week program which provides ServiceNow instructor-led training, self-paced Now Learning content, practical exercises, and hands-on project work.

Coupled with career readiness skills and real-world examples, the ServiceNow NextGen Professionals program allows every person no matter their experience to smoothly transition into the ServiceNow workforce.

All program participants receive two ServiceNow certifications including ServiceNow Certified System Administrator, and ServiceNow Certified Implementation Specialist—IT Service Management. Upon graduation participants are ready to enter the ServiceNow ecosystem.

ServiceNow coursework include:

IT Service Management Fundamentals  
ServiceNow Fundamentals  
Service Portal Fundamentals  
Scripting in ServiceNow Fundamentals  
IT Service Management Implementation

February 2021 to January 2022

Apple Inc.

Chicago, IL

**Front-End Web Developer Retail Learning and Development Team**

- Assembled and address technical and design requirements, integrating user-facing and front-end elements to maintain web presence effectiveness.
- Collaborated with stakeholders during development process to create interactive learning environments, that boosted employee engagement over 51%.
- Managed full-cycle design tasks, handling all phases from conception to completion while maintaining guidelines throughout.
- Wrote clean HTML and CSS code, integrating design, extensions and third-party apps according to web development plans.
- Migrated multi page user experience into a single page app.
- Participated in the development, and post production globalization process for each web template.

September 2017 to May 2021

Apple Inc.

Chicago, IL

**Technical Specialist**

- Provided insightful advice and friendly, hands-on technical support to Apple customers in need including troubleshooting, and diagnostics of Apple iOS and Mac OS hardware and software for an average of 300 clients per month.
- Diagnosed product issues in the moment, explaining situations with patience and compassion.
- Determined whether repairs can be done or if a replacement is needed, offering solutions to quickly get users up and running again.
- Maintained an average customer service rating of 80% or higher in a fast paced environment.

May 2020 to February 2021

Apple Inc.

Chicago, IL

**AppleCare At-Home Advisor**

- Provided thorough insightful software-based solutions to a range of support and problem resolution to customers in a remote setting, varying from chat, email and over the phone using company standards and technologies.
- Diagnosed product issues in the moment, coming to a sound solution in a timely matter.
- Provided accurate and appropriate solutions in response to customer inquiries.

April 2019 to August 2019

Apple Inc.

Chicago, IL

**Code Camp Counselor**

**Coding fundamentals and Programming Robots – Worked with children ages 8-12 exploring fun activities to learn how to code Sphero robots, using Swift. Exposing children to coding fundamentals like commands, loops, and functions, then use blocks of code to create a program using the Sphero Edu app for iPad.**

Lead a summer program working with children ages 8-12, teaching them how to code Sphero robots, using Swift.

During the program I:

- Collaborated with the lead Creative Pro, I was able to lead a group of 20 children creating various programs and storyboards, to teach children coding fundamentals using the latest technology and Sphero robots.

March 2019 to July 2019

Black Girls CODE

Chicago, IL

**Code Club Tech Assistant**

Lead an after school program of intercity girls, in grade range from 6-8th, teaching them fundamentals of JavaScript and Python web development, as well as mobile application development.

During the program I:

- Collaborated with the lead Code Club Instructor. I was able to lead a group of 15 girls in creating an Ice Breaker Quiz App, using drag and drop code combinations of JavaScript and Python. We also were able to use what we learned to push the code to an Android App Emulator and view the quiz apps on an Android Device.
- Lead the group through a one hour workshop using Scratch where they created projects around the theme of "Imagine a World". Working at their own pace the girls learned about different JavaScript fundamentals such as while loops, and for loops.

- Encouraged the use of different images as well as drew out different sprites and backgrounds to bring each child's idea to life.

October 2016 to February 2017

**I.C. Stars Chicago**

Chicago, IL

**Technical Intern**

Rigorous 4 month technology training and leadership program offering: 1000+ hours of immersive, hands-on, project based learning in a fast-paced agile environment.

During the program I:

- Collaborated with teammates to design, develop and deploy a website that handles traffic of a vast number of users in relation to clients RFP requirements
- Served in multiple roles such as: Developer, Quality Analyst, and Designer.
- Developed and implemented user stories and acceptance criteria for web application for multiple financial clients.
- Participated in standup meetings, to report on current progress in app development.
- Developed web application using HTML, CSS and JavaScript frameworks.
- Developed design deliverables, relative and on-brand and on strategy within the digital requirements of stakeholders.

May 2007 to Current

**Developed By Akia**

Chicago, IL

**Lead Interactive Developer and Creative Designer**

- Assembled and address technical and design requirements, integrating user-facing and front-end elements to maintain web presence effectiveness.
- Managed full-cycle design tasks, handling all phases from conception to completion while maintaining guidelines throughout.
- Wrote clean HTML and CSS code, integrating design, extensions and third-party apps according to web development plans.
- Developed design deliverables, relative and on-brand and on strategy within the digital requirements of stakeholders and various clients.