

Amy Jones
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Objective:

I am a passionate, self-taught Software Developer looking to maximize my 20+ years of customer service, quality assurance and negotiation management experience.

Education:

- **Eleven Fifty Academy, Software Development Immersive Learning Program, Indianapolis, IN, December 2021**
 - 12-week immersive learning program for Software Development taught with industry-guided curriculum, real-world project-based learning, and 500+ hours of logged coding time and training
- **Certified Salesforce Administrator, Issued July 2020**
- **Purdue University, Lafayette, Indiana 1995-1999**

Competencies & Functional Skills:

Problem solving, troubleshooting, creativity, adaptability, customer service, critical observation and thinking, organization, Agile methodology, collaboration, addressing and resolving business challenges, multi-tasking, time management, negotiation

Technical Skills:

Languages/Libraries: C#, Python, ASP.NET, SQL, Django, Flask, JavaScript

Cloud Technologies: GitHub, Azure, AWS, Heroku, Salesforce

CI/CD: Agile, Scrum, Git

Databases/ORM: SQL Server, Relational Databases, Entity Framework

Web Technologies: HTML, CSS, APIs, MVC, Responsive web design, Bootstrap

Testing Tools: MSTest

Technical Projects:

- **Blue Badge Final Project- voting app <https://github.com/amyjprogrammer/BlueBadge>**
 - Utilized C#, ASP.NET, SQL, and GitHub to design & build the backend within a team environment
- **Pet Health Monitor website <https://pet-health-tracker.herokuapp.com/>**
 - Utilized Django, Python, HTML 5, CSS 3, Bootstrap 4, Zing Chart and JavaScript to design & build an app to monitor your pet's health
- **Bug Tracker App <https://django-aj-issue-tracker.herokuapp.com/>**
 - Utilized Django, Python, HTML 5, CSS 3, and Bootstrap to create an app to track web issues and ideas for enhancements and new features

Professional Experience:

Executive Issue Resolution, Resort Condominiums International, Indianapolis, IN, September 2000 – August 2021

- Led the Executive Issue Response Team
- RCI Top Guide, honoring the top 3% of Specialists
- Negotiated resolution disputes with our VIP members that optimized client satisfaction while balancing company goals
- Executed implementation of new Salesforce features within the department
- Collaborated with our Travel Affiliate to facilitate timely solutions for member concerns
- Spearheaded complaints directed to the Executive Office and social media
- Cultivated exemplary communication skills by not only working within my team to handle fluctuations, but keeping in continual contact with key stakeholders to provide crucial status reports