**ANDREA ARIAS**

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**PROFESSIONAL SUMMARY**

IT Professional transitioning into software development, leveraging 10+ years of customer service and operations support experience. Proficient in multiple programming languages, interactive user interfaces, and web development processes. Hands-on experience with command line tools, shell scripting, and version control (Git). Backed by formal training through NPower’s Tech Fundamentals program and a B.S. in Software Engineering from Western Governors University.

* Troubleshooting
* Git and Version Control
* Api Development
* Data Analysis and SQL
* Web and App Development
* UI/UX Fundamentals
* Generative AI
* HTTP/HTTPS Protocols
* Microsoft Operating Systems

**TECHNICAL SKILLS**

**Programming Languages:** HTML, CSS, JavaScript, Python

**Databases:** SQL,

**Cloud & Development Tools:** Microsoft 365, Figma, ChatGPT

**Version Control & Project Management:** GitHub

**Integrated Development Environments:** VS Code

**Operating Systems:** Windows, iOS

**Hardware:** Windows laptops/desktops, IOS mobile devices

**PROFESSIONAL EXPERIENCE**

**Lexus of Edison | Edison, NJ 2015 – Present**

**Sales Consultant**

* Delivered high-quality customer experiences while leveraging multiple platforms including **DriveCentric (CRM)**, **Dealer Daily (inventory)**, and **Roadster (digital quotes)** to manage data, follow-ups, and client communication workflows
* Attained **Master Certified Product Specialist** status through advanced understanding of vehicle technology and customer education, including **Bluetooth pairing, app setup, and infotainment system walkthroughs**
* Demonstrated strong **problem-solving skills** by managing complex customer issues, negotiating solutions, and ensuring compliance with **data security protocols** and technical documentation
* Regularly collaborated with internal departments and cross-functional teams to **meet sales deadlines**, fulfill special requests, and streamline operations
* Trained and onboarded new team members on dealership systems and tools, emphasizing **CRM usage, tech product knowledge, and communication best practices**
* Maintained accurate customer data in CRM systems while upholding industry standards for **confidentiality, organization, and process efficiency**
* Utilized photos, video, and custom quotes to present data-driven product solutions aligned with client needs—translating technical specs into user-friendly insights

**Education**

**Western Governors University| Online**

**Bachelor of Science in Software Engineering**   
Expected Graduation: July 2026

**TECHNICAL TRAINING**

**NPower | Remote 5/2025 – 9/2025**

**App Development Trainee**

* Completed an intensive 20-week Full Stack Developer training program, gaining hands-on experience in both front-end and back-end development technologies, including HTML, CSS, and JavaScript.
* Developed proficiency in building responsive and interactive user interfaces using popular front-end frameworks such as React.js, ensuring a seamless user experience across various devices.
* Acquired essential back-end development skills through practical training in server-side scripting with Node.js, utilizing Express.js for efficient routing and building scalable web applications.
* Demonstrated the ability to work with databases by mastering fundamental database management concepts and hands-on experience with SQL ensuring effective storage and retrieval of data.
* Collaborated with peers on real-world projects, applying Agile development methodologies, version control using Git, and participating in regular code reviews, fostering a collaborative environment.

**CERTIFICATIONS**

Path2TECH App Development Program | NPower | In Pursuit

**Certificates and Certifications**

Introduction to Git and GitHub • Programming Foundations: Databases • Programming Foundations: Databases

**Technical Coursework**

*LinkedIn Learning:* Programming Foundations: Databases **|** *IBM Skills Build*: Introduction to Artificial Intelligence (in progress) **|** *Coursera:* Fundamentals of Git and GitHub **|** *WGU:* Scripting and Programming Foundations •   
Data Management Applications • Web Development Foundations • Front-End Web Development • UX Design & User Research • Introduction to Python Programming