Andrea Ballew

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CAREER EXPERIENCE

Procore Technologies Customer Service Representative
2020- Present

- Successfully communicate with clients and handle customer inquiries in a face paced environment
- Continuously display excellent written and oral communication skills
- Quickly learn and adapt to changes in Procore
- Work with clients on unique cases to assess and provide proactive advice or solutions
- Multitask and self manage workload daily
- Build strong relationships with clients on a day to day basis
- As a member of the mobile squad assist my peers with troubleshooting mobile related cases
- Handle multiple customer interactions per day, giving personalized, friendly and polite service to ensure customer retention

Total Wine & More Austin, Tx **HR Captain**
04/2017-12/2019

- Ensure all employees understand Human Resources policy and procedures
- Select and interview candidates for available positions
- Recognize employee strengths and areas of opportunity to create and implement annual reviews
- Onboard and implement training schedule for all new hires
- Organize all employee schedules, PTO, and LOA requests
- Payroll management
- Assess employee performance and issue coachings when necessary
- Schedule, organize, and execute company promotions in a timely manner
- Oversee and delegate corporate mandated projects

STARBUCKS Austin, Texas **Store Manager**
11/2012 to 04/2017

- Create an engaging, inspiring, motivated, and diverse work environment for my partners
- Cultivate a fun, open, efficient, and comfortable place for each and every customer
- Prevented store losses each month through attention to detail when reviewing store Profit and Loss statements
- Hold each and every partner accountable for their actions in store by effective and consistent coaching
- Responsible for scheduling, labor management on a weekly basis, and payroll
- Problem solving all customer service related issues calmly and effectively
- Coordinating with vendors to ensure correct product delivery and quality
- Achieve positive sales growth on a weekly basis through outstanding customer connection and product management Time management and organization to ensure all promotions are set on time Adapt to scheduling conflicts, and emergencies effectively Manage training implementation for all store partners to ensure execution of company standard and policies

EDUCATION

Certificate in Full Stack Web Development September 2020 The University of Texas at Austin Coding Boot Camp

Art History 2010 The University of Texas at Austin

TECHNICAL SKILLS

- Languages: Javascript, HTML, CSS, GraphQL
- Frameworks/Libraries: React, Redux, Context API, Material-UI, Express.js, Node.js, Bootstrap, jQuery, Jest, Insomnia, Handlebars.js
- Databases: MySQL (Sequelize), MongoDB (Mongoose)
- Tools: Heroku, Git, RESTful APIs, GitHub Projects, JSON Web Token, Scrum, Agile Methodology

PROJECTS

Have You Read It?

- The application is an interactive search query for book titles that returns results pertaining the book (and applicable movie version) from three different server-side APIs

Help Exchange - Final Boot Camp Project

A single page application for users to request help and volunteer for their community

- Developed using MERN Stack (MongoDB, Express, React, Node), GraphQL API with an Apollo Server
- Setup React components and utilized React Router to implement client-side routing
- Created queries/mutations to retrieve, add, update and delete data
- Implemented user authentication with JWT (JSON Web Token)
- Helped build user and request models for the database

The Informed Artist

A alternative social media site that allows artists to sell and share their work

- Developed using Node.js, Express.js to create a RESTful API, MySQL database, and Handlebars.js
- MVC paradigm (Models, Views, Controllers) folder structure
- Created GET and POST routes for retrieving and adding new data
- Implemented user authentication using express session and cookies