

# Annette Fontanilla

San Francisco Bay Area | (510) 214 - 2298 | [akfontanilla@gmail.com](mailto:akfontanilla@gmail.com)

## Full Stack Developer

**Linkedin** @annettefontanilla **Github** @annettefo **Website** @annettefontanilla.tech

---

### SUMMARY

I am a Full Stack Developer that is passionate about learning and has the ability to build scalable applications. Known for being a team player and a creative problem solver. Experienced in managing complex projects in the technology sector before moving to software development; combining project management with my technical expertise.

### PROJECTS

#### By Chance — Dating Application

Created a dating application using the Facebook API and Google API to match users based on their profile and user location. Provided real time updates on possible matches less than 1 mile away.

<https://annettefo.github.io/ByChance/>

*Technologies: Facebook API, Google API, MongoDB, Express.js, AngularJS, Node.js, HTML/CSS*

#### Touch Face — Amazon Alexa Skill

Coding Dojo Hackathon 1st Place Winner - Programmed the Amazon Echo (Alexa) to respond to custom commands and send text messages. Created in order to provide a motivational tool for Coding Dojo students. Collaborated with three other team members to create and deploy a fully-functional application. Responsible for deploying the application over AWS services and user design (DevOps).

<https://annettefo.github.io/alexa/>

*Technologies: Python, Twilio API, Echo Alexa, AWS Lambda/Ubuntu, Flask-ask, Ngrok*

#### Autism Solutions Tech — TechCrunch Disrupt SF 2016 Hackathon

SoftBank Robotics America Winner - Programmed lessons catered to an autistic child's needs in order to enhance cognitive learning capabilities. These lessons were programmed on the robot "Pepper" and showcased at TechCrunch Disrupt in San Francisco.

[www.Autismsolutions.tech](http://www.Autismsolutions.tech)

*Technologies: Python, Choregraphe, Pepper*

### EDUCATION

#### Coding Dojo, San Jose, CA — Certificate, Computer Software Engineering

2016 - 2016

Immersive onsite programming bootcamp. Completed 3 full stacks; Python, MEAN, iOS. Awarded highest earning of achievement.

#### San Jose State University, San Jose, CA — Bachelor's of Science, Health Science Administration

2008 - 2011

### TECHNICAL SKILLS

**Languages** Python, JavaScript, Swift

#### Front-End Development

HTML5, CSS3, jQuery, AJAX, Twitter Bootstrap, HTTP Request/Response

**Databases** SQL (MySQL), NoSQL (MongoDB)

**Servers** Node.js, Nginx, Amazon Web Services

**Frameworks** Flask, Pylot, Express/Socket.io, AngularJS

**Methodology** OOP, MVC, RESTful Architecture

**Version Control** Git/Github

### AWARDS

**Pursuit of Excellence Award, 2013** ASUS

**Brad Anderson Legacy Stock Award (BALSA), 2010** Best Buy

**Most Valuable Player Award, 2009** Best Buy

**Team Player of the Year Award, 2008** Best Buy

---

## EXPERIENCE

### **ASUS North America, Fremont, CA — Sr. Contact Center Management Coordinator**

2014 - 2016

Responsible for delivering projects against agreed scope, budget, schedule, and customer expectations. Doing this whilst supervising, directing, and motivating teams of multi-discipline contractors, technical resources, and employees. Partnered with sales executives and service directors to establish yearly business roadmaps and key initiatives. Led a global implementation of a multi-channel CRM solution and CTI integration. The first phase of the project was a worldwide implementation across North America, LATAM, APAC, and the Caribbean.

### **ASUS North America, Fremont, CA — Contact Center Management Coordinator**

2012 - 2014

Provided structure and operational intelligence as the ASUS' lead contact point for over 7+ contact centers across North America, APAC, LATAM, and the Caribbean. Managed multiple projects across the North American region. Maintained and improved contact center operations by monitoring system performance, managing system and process improvement programs, and monitoring real time operations to ensure service level agreements (SLA) are being met.

### **Best Buy US Distribution & Logistics, Livermore, CA — Customer Service Admin**

2006 - 2012

Monitored and managed merchandise through precise research and follow up. Met and exceeded expectations every year within the customer service department, all while training and providing support to different departments. Maintained weekly open order reports to analyze data to identify areas of improvement in the quality system. Evaluate audit findings and implement appropriate corrective actions.

### **Financial Analyst Intern, Santa Clara, CA — Financial Analyst Intern**

2011 - 2011

Assisted with internal controls of the accounts payable process by reviewing the accuracy of invoice signatures and general ledger accounting.

### **Social Media Consultant, San Francisco, CA — Social Media Consultant (Remote)**

2010 - 2010

Developed an educational video based on data and statistics collected on the San Francisco population for training new organization members to promote an understanding of HIV/STD prevention. The visual poster & video was also used to raise HIV/STD awareness and prevention in the San Francisco LGBT & MSM community. Acted as the project manager and assigned delegated tasks to ensure deadlines were met.

## VOLUNTEER WORK

### **The City Eats**

San Francisco Green Film Festival

### **Help Build Habitat for San Francisco Butterflies Organization**

American Red Cross, Japan Earthquake and Tsunami Relief