**Summary**

Frontend developer leveraging a non-traditional background to build web applications that are both attuned to the user's needs and intuitive to their user experience. Creative problem-solver, skilled at understanding the user's needs and translating them into real-world deliverables. My goal is to use my skills as part of a results-oriented, innovative team, and to continue developing my skill set in the process.

**Technical Skills**

**Languages:** JavaScript, TypeScript, GraphQL, CSS, SQL, NoSQL

**Applications:** GitHub, Contentful, Mixpanel, SonarCloud, MongoDB, MySQL, LaunchDarkly

**Tools:** React, NextJS, MUI, Redux, Jest, Express.js, Node.js, jQuery, Handlebars, Bootstrap

**Certifications:** AWS Cloud Practitioner

**Experience**

**Myxx, Inc.** April 2021 – Present

*Associate Software Engineer*

* Developed and maintained new GoMyxx front-end web application from inception to design, build, testing, and release.
* Implemented Brand Pages, a landing page built on the GoMyxx platform that provides a customizable shopping experience while capturing user traffic for optimization.
* Coordinated with company stakeholders to roll out Brand Page implementation, including creating/refining user experience, creating documentation, and training marketing team members.
* Used data-driven decision making to design and develop feature improvements to improve user experience.
* Performed product and planning duties as required including designing new features, writing user stories, defining acceptance criteria, and creating tasks/stories.

**Align Technology, Inc.** June 2017 – June 2020

*Territory Manager­-* San Jose, CA

* Applied comprehensive knowledge of Align digital platform and sales strategies for key accounts to accelerate revenue and higher case volume.
* Managed a defined a geography of 100+ accounts to grow their business, based on deep understanding of each account’s business, goals, challenges, and opportunities.
* Orchestrated internal Company resources to optimize the customer experience and provide ongoing promotion of Align solutions.

*Sales Associate*- Raleigh, NC

* Remotely managed various account geographies to help customers increase Invisalign adoption in their practice.
* 3-month relocation to cover a Strategic Account territory in NYC; established strong relationships with customers to drive business, perform team trainings, and embrace digital adoption.
* Regularly traveled to train doctors and staff on implementation, focusing on patient engagement features, digital optimization, and consumer experience.

*Team Lead, Invisalign Pro*- Raleigh, NC

* Conducted one-on-one coaching sessions to develop skillsets amongst 18 CSA team members.
* Built and implemented process efficiencies and work instructions for pilot programs.
* Collaborated with Quality Assurance in order to improve program effectiveness and customer satisfaction.

*Concierge Service Advisor (CSA)*- Raleigh, NC

* Drove sales production by administering support to general dentistry and orthodontic practices through regular verbal and written communications to increase Invisalign penetration.
* Identified cross-sell/up-sell opportunities for engagement by the appropriate sales representative.

**New Penn Financial, LLC** August 2015 – May 2017

*Mortgage Consultant*- Raleigh, NC

* Managed up to six clients at a time, coordinating with internal teams and external vendors to ensure loans were processed and approved within established timelines.

**Education**

**Certificate, Full Stack Web Development** - UNC Chapel Hill March 2021

**Bachelor of Arts, Economics** - University of North Carolina at Chapel HillMay 2014

Major: *Economics* | Minor: *History*