Araceli Camarillo

Front End Developer

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LinkedIn   Github   Hackerrank   Medium   Portfolio

Skills

HTLM5, CSS3, Bootstrap, Ruby, Ruby on Rails, Javascript, React, Redux, Google Adwords, Google AdSense, Google Analytics, Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Situational Leadership, Coaching & Mentoring, Training, Customer Support, Customer Care, Bilingual (English & Spanish).

Relevant Experience

Team Leader/Coach   *June 2015 - May 2017*

- Mentored & Coached 2 teams of 16 Bilingual Advisors for Scotiabank Canada on a daily basis with the objective of providing World Class Customer Service along with financial advising on accounts and new products.
- Training included cross-selling, new products, new features, technical training on the bank's web and mobile app to Scotiabank.
- Increased performance and goal accomplishment by creating specific team dynamics.
- Trained 3 waves of new advisors while being responsible for my own team.
- De-escalated calls, problem-solving, and financial advising for Scotiabank Customers.
- Nominated as B.O.B. (Best of The Best) teams and supervisor of 2017 and 2016.

Customer Service Representative/Financial Advisor   *April 2014 - June 2015*

- Provided World Class Customer Service for Scotiabank Canada Customers.
- Financial Advice issued advice on Revolving Credit possibilities, Day to Day products, and any other Banking related issue or inquiry.
- Tech assistance for Scotiabank Web and Mobile app on Android and Apple products, including updates and day to day assistance.
- Cross-selling of new and existing banking products.
- Certified by S.Q.M. as World Class Service Representative for excellent customer service.

Education

Microverse, *Certificate*   *October 2019 – In progress*

- Spent 1300+ hours mastering algorithms, data structures, and full-stack development while simultaneously developing projects in Ruby, Ruby on Rails, HTML, CSS, JavaScript, React and Redux.
- Developed skills in remote pair-programming using GitHub, industry-standard git-flow, and daily stand up meetings to communicate and collaborate with international remote developers.

Brigham Young University Idaho - Online, *Web Media Certificate*   *August 2017-December 2018*

- 1 ½ years out of 4 years of the Web Design and Development Bachelor's Degree.
- Spent 3 semesters learning Graphic Design basics, Web Business Development and Introduction to Web Development creating design projects, basic websites, and a Beauty Blog that generated profit through affiliate marketing, using Adobe Illustrator, Adobe Photoshop, Adobe Indesign, Github, HTML, CSS3, Javascript API's, Google Adsense, Google Adwords, and Google Analytics.
- Developed basic Web Development skills along with marketing and design basics.