Araceli Camarillo

Full Stack Developer

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LinkedIn   Github   Hackerrank   Medium

Skills

HTLM5, CSS3, Bootstrap, Ruby, Ruby on Rails, 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, Rails.
- Developed skills in remote pair-programming using GitHub, industry-standard git-flow, and daily standups 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.