

Alyssa Ritz

powered by
launch_code

SOFTWARE ENGINEER IN ST. LOUIS, MO

PHONE 618-974-5485 | **EMAIL** alyssadunn88@gmail.com

GITHUB <https://github.com/aritz95> | **LINKEDIN** www.linkedin.com/in/alyssa-ritz

Detail-oriented with strong technical skills and the ability to learn concepts quickly. Mature, responsible with excellent multitasking ability to accurately complete tasks.

LANGUAGES

- MySQL
- JavaScript
- Java
- PHP
- HTML5/CSS3

FRAMEWORKS

- .NET
- Node.js
- Spring
- AngularJS

DATABASES

- MySQL

TOOLS

- VS Code
- IntelliJ
- Workbench

EDUCATION

LaunchCode, LC101 Programming Course — 2022

Southwestern Illinois College, General Studies — 2013-2014

PROJECT EXPERIENCE

LiftOff Recipe App — Recipe Search

- Incorporates Java, JavaScript, SpringBoot, Thymeleaf, and MySQL with a recipe API

WORK EXPERIENCE

Grocery/Retail Clerk, Ruler Foods, Highland, IL, August 2021 – Present

- Collaborate with all team members to encourage teamwork, promote trust, and respect
- Greet, engage and assist customers
- Responsible for hanging and displaying all new sales tags/price changes each Tuesday evening
- Process customer transactions through the check lane quickly, accurately, and efficiently; understand the Point of Sale system, and handle various tenders such as cash, checks, credit, debit, SNAP EBT, Offline SNAP EBT, WIC, loyalty offers, coupons and checkout procedures according to company policy
- Responsible for rotating all merchandise according to code dating policies and check product quality to ensure freshness; review sell by dates and take appropriate action
- Gains and maintains knowledge of products sold and be able to respond to questions and make suggestions about products
- Order, label, stock and inventory merchandise
- Practice preventive maintenance by properly inspecting equipment and notify store management of

any items in need of repair

- Reinforce safety programs by complying with safety procedures and identify unsafe conditions
- Adhere to all food safety regulations and guidelines

Customer Service Representative, Essendant, Greenville, IL, June 2016 – October 2017

- Actively worked toward excellent service by providing telephone, internet, and in-person customers in an accurate and timely manner with both product and service information.
- Accurately and timely, entered customer orders in the database, verifying and communicating product availability and delivery information.
- Actively resolved product or service problems by clarifying with a customer or other representative(s) the complaint, determined the cause of the issue, offered alternative options and solutions to the issue while also expediting the proper correction or adjustment and following up to ensure resolution.
- Always worked toward meeting the department goals to answer each phone call at an average speed of 18 seconds or less (3 rings). Demonstrated a sense of urgency by remaining available to answer all calls in the queue while also appropriately utilizing the Do Not Disturb feature on the telephone to follow up and further assist customers properly.
- Very effectively communicated orally and in writing with both internal and external customers while following proper telephone and email etiquette.
- Actively applied team effort by helping in training new employees, assisted with the workload by taking on extra tasks, and worked overtime when a CSR was out of the office. Participated in team projects and demonstrated the ability to prioritize workload and multitask.
- Always followed standardized work procedures, department processes, and company guidelines.
- Actively promoted Customer Service Spotlight items, and reminded customers about accessories of products, additional items, or new and alternate products while providing information about special promotions.

Waitress, Huddle House, Highland, IL, January 2014 – November 2014

- Mastered POS system
- Excelled in customer service with oral communication skills, timely and accurate fashion in which customer's orders were taken and executed
- Demonstrated trustworthiness as well as mathematic skills when handling cash/debit and credit card transactions
- Carefully placed customer's orders quickly and accurately while using suggestive sale techniques to increase revenue.

Nanny, Ajshe Deva Household, Highland, IL, January 2013 – May 2015

- Actively assisted in the care and nurturing of three children ages six years and younger at the start of employment. Assisted the children in learning English, as their primary language was Spanish. Washed children's clothing, prepared meals, cleaned the house, and engaged in activities with the children.
- During the duration of employment, active skills used and learned were:
 - Being flexible and adaptable.

- Good judgment skills.
- Patience
- Being trustworthy
- Good communication skills.
- Having a caring and loving nature.
- Creativity
- Interpersonal skills.