ALLISON R. THELEN

Florida | allisonrthelen@gmail.com | https://arthelen.github.io/portfolio/ | https://www.linkedin.com/in/allisonrthelen | https://github.com/arthelen

Guest-focused professional with experience in leadership, training, and customer engagement, supported by a strong background in web development and UI design. Known for welcoming and clear communication, attention to detail, and creating positive, efficient experiences for diverse audiences. Passionate about supporting teams, coordinating projects, and delivering high-quality service in fast-paced environments!

WORK EXPERIENCE

Podium Education, Remote
Senior Web Development Team Lead | August 2023 - Present

• Mentor team leads and support curriculum testing to improve course quality and participant experience.
• Guide 50+ students in live Zoom sessions, providing clear instruction, approachable communication, and real-time support to high volumes of questions and requests.
• Adapt teaching style to diverse learning needs while fostering an inclusive, supportive environment.
• Host virtual office hours and group support sessions, managing multiple requests efficiently.
• Create reusable feedback and evaluation resources to ensure consistency and positive outcomes.
• Communicate proactively to resolve challenges and support individual success.

Busch Gardens, Tampa, FL
Sales Clerk | January 2020 - March 2020

• Delivered personalized guest experiences through photo sales and on-site editing in a fast-paced environment.
• Communicated effectively with a diverse range of guests to answer questions and support satisfaction.
• Maintained an organized, efficient workspace while balancing customer service and operational tasks.

KEY PROJECTS

Marriott Digital Experience Project with Publicis Sapient
HTML, CSS, JavaScript, Canva

• Researched traveler needs and booking platforms to identify key guest-facing features and pain points.
• Designed and coded a functional prototype for Homes & Villas by Marriott, including an interactive map, destinations dropdown, and property preview cards.
• Proposed a "Surprise Me" feature to reduce decision fatigue and enhance the guest booking experience.

Charity: Water Marketing Campaign
HTML, CSS, JavaScript, Canva

• Designed a donation-focused landing page to engage college students through clear messaging and approachable visuals.
• Developed an empathy map, value proposition, and audience persona to guide content, layout, and campaign strategy.
• Applied brand guidelines and visual storytelling to make giving feel clear and accessible.

EDUCATION

University of South Florida, May 2023
Bachelor of Information Science with a Concentration in Web Development Technologies
GPA: 3.99

University of Central Florida, May 2021
Associate of Arts
GPA: 4.00

TECHNICAL SKILLS

Programming & Markup
HTML, CSS, JavaScript

Design & Prototyping
Figma, Canva, Adobe Creative Suite (Photoshop, Illustrator, InDesign), Balsamiq

Content & Collaboration Tools
ChatGPT, Google Workspace (Docs, Sheets, Slides, Forms), Notion

Frameworks & Platforms
Bootstrap, GitHub, Cloudflare

Productivity Tools
Microsoft Office (Word, Excel, PowerPoint, Access, Outlook), Zoom, Slack, Teams

SOFT SKILLS

• Collaborative and supportive team player
• Clear, approachable communicator
• Detail-oriented and highly organized
• Proactive problem-solver
• Adaptable in fast-paced environments
• Experienced in mentorship and peer support

AWARDS

Team Lead Award
August 2024 — *Podium Education*

Team Lead Impact Award
March 2025 — *Podium Education*