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Ashley Trollinger

Goal-oriented professional excelling in front-end web development and eager to broaden expertise in back-end technologies. Track record of career progression through recognition of leadership capabilities and a proactive mindset. Meticulous attention to detail, outstanding communication skills, and a talent for training, combined with a pragmatic problem-solving approach.

EDUCATION

Northern Virginia Community College: *Presidential Scholar Award*
SPRING 2021, FALL 2022
An award given to students who maintained above a 3.75 GPA or higher and were enrolled in 9 credit hours during the awarded term

Program Certificate, George Washington*: FullStack Web Development*
JANUARY 2023 - ANTICIPATED GRADUATION JULY 2023, VIRTUAL
A 24 week intensive program focused on gaining skills in both front end and back end web development.
Single Page Portfolio — *Github Link* | *Active Link*
JULY 2023

EXPERIENCE

Great Eastern Resorts, Massanutten VA — *Guest Service Supervisor*
JUNE 2022 - PRESENT
- Supervise 20-30 agents every day to make sure operations run smooth as well as ensure all agents are trained properly
- Work closely with multiple departments through frequent communication and meetings
- Handle agents cash drawers, make sure all the money is accounted for for the day
- Manage escalated guest situations to resolve issues and keep the guests satisfied.
- Created a written Standard of Practice for the position I held

Dicks Sporting Goods, Leesburg — *Administrative Assistant*
JUNE 2020 - OCTOBER 2021
- Created efficient and effective schedules every week
- Worked along side my manager and assistant manager in the recruitment, hiring and onboarding process
- Managed office tasks daily such as making supply orders, cleaning and organizing the office space, running errands and creating the diversity and inclusivity board that changed monthly

PROFICIENCIES & SKILLS

Front End: HTML5, CSS3, JavaScript, jQuery, React, Version Control/Git, Responsive Design
Back End: APIs, NodeJS, Express, MVC, PWA