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## PROFESSIONAL PROFILE

I am a big-picture thinker who approaches problems critically with a mindset of creating the best possible solutions that will lead to success. My love of simplification lends itself well for optimizing web applications and enhancing efficiency in all aspects of life. I have a reputation for building relationships and a distinct set of talents that uniquely gear towards achieving client goals.

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## TECHNICAL AND PROFESSIONAL SKILLS

**Programming/Web:** HTML, CSS, Javascript, jQuery, Ruby, Rails, Sinatra, Angular, React, MongoDB, Express, Node, PostgreSQL, Rspec, Jasmine  
**Software/OS:** Photoshop, Illustrator, Sketch, Microsoft Office, Windows, Mac OSX, Command Line  
**Other:** Git/Github, Bootstrap, Responsive design, WordPress, Object Oriented Programming

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## PROFESSIONAL EXPERIENCE

- Full-Stack Web Development Student**
- 12 week, 500-hour, full-time web development program that builds fluency in full stack web development with emphasis on a work related skill set
  - Projects completed include:
    - Travel Buddy: Single page web application for looking up attractions in major cities. Front-end built with Angular, back-end built with Rails API.
    - Pet, Care, Share: Application for pet owners to sign up and take care of each others pets when needed. RESTful web app built with Ruby on Rails.
    - Hangman: web game, built with HTML, CSS, JS & jQuery.
- General Assembly**  
January, 2017–April, 2017  
Washington, DC
- Account Manager**  
**Keller Benefit Services**  
April, 2011–January, 2017  
Bethesda, MD
- Worked closely with a team consisting of a primary consultant and other account manager, for a top 10 DC area benefits broker, to service over 90+ different employer clients.
  - Negotiated and presented policy renewals throughout the year. Conferred with clients on their employee and financial needs, planned and executed changes to benefit plan designs to meet.
  - Provided excellent day-to-day service and essential resource for client HR/admin team for service issues such as eligibility and benefit enrollment, billing and claims problems, researching and understanding various benefit provisions, and creating client communications, including online web portals and benefit brochures.
  - Prepared benefit-cost and claim analysis, benchmarking, benefit plan carrier RFPs, and compliance review.
  - Supported implementation and ongoing maintenance for client HRIS systems, including bSwift, Mangrove, Employee Navigator, ADP, UltiPro, and more.
- Tech Support Representative**  
**FINRA**  
April, 2010–April, 2011  
Rockville, MD
- Provided telephonic technical support for the Nationwide Mortgage Licensing System, fielded 30-60 calls per day with above average resolution time.
  - Assisted with troubleshooting errors within the system, then created and submitted support tickets for unresolvable issues through customer resolution system (CRS).

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## EDUCATION

**General Assembly - Full Stack Web Development Immersive Program**  
Washington, DC (April, 2017)

**General Assembly - Front End Web Development Certification**  
Washington, DC (August, 2016)

**West Virginia University - Bachelors of Science - Finance and Business, 3.35 GPA**  
Morgantown, WV (May, 2009)