

JERMAINE BANKS

UX/UI Designer | Full-Stack Developer

Hello@JermaineBanks.com | Atlanta, GA | JermaineBanks.com

PROFESSIONAL SUMMARY

Full-Stack Developer with knowledge of client-side and server-side web technologies as well as user-experience (UX) and user-interface (UI) design principles. Capable of creating wireframes, high-fidelity mockups, interactive prototypes, responsive websites, dynamic web applications, and RESTful software applications.

TECHNICAL SKILLS

HTML • CSS • JavaScript • PHP • MySQL • MongoDB • Express • Node • React • jQuery • XML • JSON • SASS • LESS • Git / GitHub • Bootstrap • WordPress • Adobe Creative Cloud • Dreamweaver • XD • Photoshop • Illustrator • Fireworks • Figma • Balsamiq Mockups • Axure RP • IntelliJ IDEA • Visual Studio Code • Eclipse

PROFESSIONAL EXPERIENCE

Per Scholas, Atlanta, GA 09/2022 – Present
Software Engineer Fellow

- Full-Stack Development: MongoDB, Express, React, Node, HTML, CSS, JavaScript
- Mentored fellow engineers by providing feedback necessary for debugging and proposing new features to enhance their applications
- Developed RESTful CRUD applications with MVC architecture using the MERN stack
- Created interactive applications using foundational JavaScript, HTML, and CSS
- Completed coding challenges individually and collaboratively via pair and team programming

Trinity Virtual Solutions, Remote 01/2020 – Present
UX/UI Designer | Web Developer

- Analyzed existing website to set requirements and build sitemap for redesign
- Created wireframes, mockups, and prototypes to simulate user functionality
- Developed website using HTML, CSS, JavaScript, jQuery, and PHP
- Integrated custom contact form with custom captcha to collect user feedback
- Maintained website according to client specifications when updates were needed

Home Depot, Kennesaw, GA 02/2019 – 06/2022
Customer Service Representative

- Delivered full-service support to HomeDepot.com customers (via phone, chat, and SMS) by providing technical support, resolving order-related issues, supplying in-depth product knowledge, and processing sales for goods and services using systems such as Avaya, LivePerson, Salesforce, and ServiceNow
- Increased customer retention by maintaining a combined rating of 94% (75% baseline) in the AmplifiAI key metrics of LTSA (Likelihood to Shop Again), CES (Customer Effort Score), and ASAT (Associate Satisfaction) to exceed team, department, and company goals
- Utilized IT ticketing system (ServiceNow) to thoroughly document issues with customer accounts, the HomeDepot.com website, and internal systems

EDUCATION

The University of Southern Mississippi, Hattiesburg, MS 08/2002 – 05/2007
Bachelor of Science, Office Administration

- Emphasis: Office Applications / Desktop Publishing
- Coursework: Desktop Publishing, Computer Applications in Business Education I & II, Administration Office Management, and Human Resources Management

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CERTIFICATIONS

Google UX Design Professional Certificate *(in progress)*

Google Associate Cloud Engineer *(in progress)*