

Tahshara Boocheé

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WORK EXPERIENCE

Software Engineering Apprentice | Techtonica

2019 - present

- Techtonica is six months of full-time, hands-on, project-based, collaborative software engineering learning with a focus on full-stack JavaScript. The last month is spent preparing to join Techtonica's partner companies for employment.

UCSF Benioff Children's Hospital | *Chaplain* | San Francisco, CA

2016 – present

- Established a strong trusted client relationship to ensure customers overall satisfaction
- Created success plans for clients to establish goals, timelines, and metrics of success
- Prepared and facilitated Bi-lingual interfaith services, celebrations and rituals.
- Provided on-site, on-call 24-hour support once a week assessing & triaging all needs.
- Served as liaison between customers and other departments to ensure that all goals and requirements were met.
- Acted as the voice of the customer and provided feedback to Patient Relations, Social Work, and other teams on how to better serve customers.
- Monitored cases and served as an escalation point for customers

Wave Broadband | *Account Manager* | San Francisco, CA

2018- 2019

- Achieved 100% weekly and monthly sales goals.
- Assured continual account satisfaction through maximum responsiveness, superior service levels & personalized customer care.
- Built high-level strategic relationships, direct contacts, and networks in the territory.
- Drove effective account planning & management process by leading the development & Identified opportunities for further expansion of services amongst the current client base.

Gardner-Webb University | *Graduate Resident Director* | Boiling Springs, NC

Aug. 2014 – Aug. 2016

- Recruited & supervised five Resident Advisors in a residence hall housing 100 students & oversaw budget.
- Handled 100+ Resident inquiries per day ranging from; conflict resolution, financing/billing questions and service requests
- Initiated and coordinated development opportunities for the Resident Advisor staff.
- Planned, supervised, and implemented social, educational, spiritual, and passive programming.
- Participated in the professional on-call staff duty rotation for the entire on-campus residence population, acted as the first response to crisis situations.

EDUCATION

Gardner-Webb University | *Master of Divinity: Pastoral Care & Counseling* | Boiling Springs, NC

2016

Xavier-University | *B.A. Physics* | *B.A. Spanish* | Cincinnati, OH 2011