

Brittney Nusbaum

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About Me

As a software developer with a background in creative thinking and customer-facing troubleshooting, I know how to dive into challenges, from de-bugging to implementing solutions strategically. My training allows me to maintain resilience in getting unstuck and pursue resources for continually enhancing my technical skills.

Skills

Technical: Ruby, Rails, JavaScript, Vue.js, HTML, CSS, Git, Pair-Programming, Object-Oriented Programming, APIs

Education

Actualize Coding Bootcamp

Certificate in Full-Stack Web Development | January 2022 - May 2022

- **Musical Theatre Auditions - Capstone Project:** personally building a web app that allows users looking for musical theatre audition songs to narrow their search by genre, year, style, and tempo. Built using Ruby on Rails utilizing RESTful routes, and Vue.js.
- **Bootcamp:** Learned fundamentals and best practices in full-stack web development in areas of project architecture, backend, frontend, and how to effectively self-teach new technologies
 - Generated technical requirements and determined the most effective solutions, created wireframes, designed schema, and researched outside resources
 - Built and tested the backend, incorporating external APIs
 - Created pages and RESTful routes, made web requests to retrieve data, formatted and styled results, incorporated libraries and themes

California State University, Chico

Coursework in Musical Theatre and Political Science (focus on Legal Studies) | 2012-2017

Experience

Better.com

Customer Experience Associate - Written Communications | October 2020 - November 2021

- Created a troubleshooting document of common technical bugs the Customer Experience teams encountered to resolve issues quickly and efficiently.
- Synthesized and provided customer feedback to product and engineering teams to streamline client experience.
- Met and maintained metrics with an average and consistently ranked in the top 25 Customer Experience Associates out of 400 while on the Phone Support teams.

Backroads

Finance Administrative Assistant - Seasonal | October 2019 - January 2020

- Boosted organization by filing invoices backlog of 500 internal and external expense reports in 2 weeks.
- Audited 50-100 credit card receipts per day for global employees for the finance team to review and reimburse.

Managed by Q

Client Experience Associate | November 2018 - August 2019

- Recommended product feedback gathered through client interactions to grow market opportunities.

- Mediated disputes between clients and partners to execute strategic resolutions for both parties.

Baked by Melissa

Customer Happiness and Community Management Associate | October 2017 - November 2018

- Compiled, assessed, and streamlined customer feedback on organic social posts, direct messages, and inbound inquiries with cross-functional teams to develop customer retention strategies.
- Conceptualized and resolved client issues via Salesforce, social media channels, and phone communication to ensure solutions within 24 hours.