

DAUPHINE BURNS

Charlotte, NC, 28262

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Portfolio: <https://burnsgirl.github.io/portfolio>

SUMMARY

Inspirational and hardworking individual with extensive skills in different applications with the ability to learn quickly. A very coordinated and well organized individual that looks for areas of opportunity for growth in myself. Great at communicating with others to accomplish a goal or task.

TECHNICAL SKILLS

Languages: HTML5, CSS3, Javascript, React, JQuery, Bootstrap, Node.js, MySQL, Express.js, Handelbars.js, Inquirer, Insomnia, Ajax, Responsive Design

Applications: Github, Visual Studio

PROJECTS

RecipeGram | <https://github.com/burnsgirl/Recipe-Gram> | <https://recipe-gram-best-team.herokuapp.com>

- In this application you can view and add your own recipes associated with a login. You can save favorites, delete ones you don't like, and add reviews.
- I wrote the code from scratch and designed the site to look current with today's styling.
- HTML, JavaScript, CSS, Handlebars.js, SQL, Sequelize, Express, Bootstrap, AWS, Node.js, SASS

E-Commerce | <https://github.com/burnsgirl/E-Commerce-Back-End>

- In this application you can add products, categories, and tag information for an e-commerce website.
- I expanded on written code to make functions run appropriately and wrote the models.
- JavaScript, SQL, Express, Sequelize, Node

Team Profile Builder | <https://github.com/burnsgirl/Team-Profile-Generator> | <https://burnsgirl.github.io/Team-Profile-Generator/>

- This site is used to create a page that displays different team member's roles and information on one page.
- I created the code from scratch and used bootstrap for the styling.
- HTML, JavaScript, Bootstrap, Node, Inquirer

EXPERIENCE

Supervisor 2020 – Current

Wells Fargo

Charlotte, NC

Engage with customers over the phone with concerns or complaints they may have regarding their bank accounts. Assist with digital options for banking use and provide feedback to our web teams regarding enhancements to our customer facing mobile app and website and internal systems. Use multiple different systems at the same time and correlate information between them to get one final piece.

Banker Coach 2019 – 2020**Wells Fargo**

San Antonio, TX

Trained new hires on the different applications they would need to apply in their role. Schedule on the job learning activities and facilitate scheduled morning and quality assurance meetings. Reviewed best practices with job duties. Create games to help engage teams and new hires to gain awareness of certain metrics that could be improved upon.

Key Accomplishments:

- Trained a class that had one of the highest retention rates.

Everyday Banker II 2018 – 2019**Wells Fargo**

San Antonio, TX

Use many different internal applications that require their own type of code to use to retrieve information needed to assist customers with their concerns and questions. Service customer's requests and needs proactively over the phone. Assist customers with troubleshooting when trying to use our mobile and web applications.

Key Accomplishments:

- 2019 3rd Quarter Top Performer Winner

Intern 2016 – 2016**Company Name**

San Antonio, TX

Answered phones and took notes to give to other employees. Designed and uploaded content to websites for clients. Created citations and tags for images and website codes. Participated in conceptualizing and executing campaigns for clients. Participated in the organization and completion of photoshoots. Maintained client social media accounts to gauge audiences and web SEOs. Photoshopped images for websites and print media.

EDUCATION

Full Stack Web Developer Certificate: University of North Carolina at Charlotte, Charlotte, NC

A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.

Certification: Minneapolis School of Advertising and Design, Minneapolis, MN

A 1 1/2 year program for learning advertising campaign development and methods.