

Courtney Sands

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Charleston, WV

Portfolio courtneysands.com (github: cdsands5)

Cocktails

- Utilized React and The Cocktail DB, an open source API, to create a site that allows the user to search for and select cocktails to view information such as ingredients, glass type, and instructions on how to make the cocktail. ([view app here](#))

Notes App

- Built an interactive note taking app using HTML, CSS, and Javascript. Users can add, filter, sort and remove notes. ([view app here](#))

To-do List App

- Created a to do list tracker that allows users to add, filter, complete and remove to do items. Used HTML, CSS and JavaScript to complete this app. ([view app here](#))

Education

West Virginia University
2014-2018

- Bachelor's in Business Administration

Work Experience

Encova Insurance: Underwriting Representative/Account Manager
June 2018 - PRESENT

- Collaborated with teams across the company to ensure clients requests are processed timely and accurately.
- Helped create multiple processes for the underwriting team and managed these processes to ensure they are completely timely.
- Managed over 200 accounts by maintaining organized documentation, files, and processes.
- Served as a company ambassador for implementation of Microsoft Teams platform.
- Effectively communicated with customers and agents to develop relationships and retain business.

Tanning World: Assistant Store Manager
May 2017- June 2018

- Supervised and allocated tasks to all employees and Assisted in leading monthly team meetings
- Provided employee schedules and payroll documentation
- Completed balance sheets and communicated monthly updates with ownership.
- Provided exceptional customer service and resolved any customer issues

Skills

- HTML, CSS, JavaScript, Bootstrap, React, and GIT
- Microsoft Office – Excel, Word, Outlook, and Teams
- Self-motivated and action oriented
- Written and oral communication skills
- Time management and attention to detail
- Creative problem solving and critical thinking
- Customer service and relationship building