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| DANIELLEDOTY  Full Stack Developer | | Mesa, AZ, US  602.600.2662  [info@danielledoty.com](mailto:info@danielledoty.com)  danielledoty.com  [Github](https://github.com/cerise612)  [LinkedIn](https://www.linkedin.com/in/danielle-doty/) |
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| Full Stack Web Developer adept at transforming complex problems into innovative and engaging applications. Uniquely able to combine web development skills such as react, java, and API development with business skills in project management, process improvement, and data analysis as well as creative arts skills centered around UI/UX. | | |
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| skills  Java Node.js React.js CSS HTML 5 JavaScript jQuery MongoDB Visual Basic for Applications (VBA) MySQL  Invision Studio Ajax Adobe Creative Suite  Vizio  Firebase Heroku Express.js CTT+ Data Analysis Project Management Business Process Improvement  Education  UNIVERSITY OF ARIZONA  Full Stack Web Development  NORTHERN ARIZONA UNIVERSITY  Anthropology and History National Deans List 2004 | PROFESSIONAL EXPERIENCE CUSTOMER MASTER TEAM LEAD, Ricoh USA June 2014 – May 2018  Led a team of 18 working on data analysis and customer record veracity. Used lean principles to streamline processes, increase efficiency and productivity. Developed team training using CTT+ methods. Audited the quality of staff work. Motivated the team to exceed their metrics on a consistent basis. Developed and maintained Ricoh Customer Master internal site. Participated in extensive testing of new system functionality and processes. CUSTOMER MASTER SPECIALIST, Ricoh USA APRIL 2011 – JUNE 2014  Processed requests for new and existing customer accounts from internal partners. Determined the appropriate course of action and applied knowledge of system limitations to come up with solutions that satisfy customer needs. Met and exceeded all SLAs and quality standards. SALON MANAGER, PetSmart July 2006 – November 2010  Managed a team of 12. Responsible for ensuring salon met or exceeded plan projections each week. Maintained positive relationships with customers. Trained new groomers. Worked with store management to ensure salon was properly staffed. | |

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| References  LAURA DOLCE  Senior Analyst  Ricoh USA  Laura.Dolce@ricoh-usa.com  DLORAH CONOVER  Customer Master Specialist  Ricoh USA  dlorahconover@yahoo.com  TUCKER BEAUCHAMP  Lead Instructor  University of Arizona  tuckerbeauchamp@gmail.com | Volunteer ACTIVITIES Girls In Tech PhoenixMentor guided activities and also shared about educational and career experiences. Maricopa County Animal ControlDog Walker Walk and play with shelter dogs Arizona Democratic PartyDoor Knocker volunteer on the Arizona Democratic Party's get out the vote initiative. Doobert.comTransport Specialist Transfer shelter animals to new locations. | |