

CYDNEY POLLARD

CONTACT

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[Cydney's Developer Portfolio](#)

[Cydney Pollard's LinkedIn](#)

[Cydney Pollard's GitHub Page](#)

PROJECTS

Anime Bae – MERN Full-Stack Development

A dynamic, MERN stack application created with Mongo DB Atlas, Express.js, React.js, and Node.js. Users can create, update, and delete from database their name, favorite anime, and video game.

Feminaku App – Front-end Development

A static, one page application designed to showcase memberships for black women who love anime created with React.js and Parallex.js.

TECHNICAL SKILLS

- LANGUAGES: HTML, CSS, JAVASCRIPT, PYTHON
- DATABASES: SQL, MONGO DB ATLAS
- LIBRARIES: REACT, MONGOOSE, NODE.JS
- FRAMEWORK: EXPRESS, DJANGO

EDUCATION

General Assembly - ATL

July 2019 - October 2019

Certification of Software Engineering

A 17-week long training program dedicated to providing individuals a first step into the tech industry.

University of West Georgia

August 2015 – May 2018

Graduated Cum Laude

Dean's List Recipient for 2016 and 2017
Multicultural Achievement Award Recipient for 2015 and 2016

EXPERIENCE

Tech Support Representative – SITEL Group

November 2021 - Present

Assisting Intuit QuickBooks' customers with payroll programs; researching, troubleshooting, and providing resolution to questions and problems
Troubleshooting issues that are extremely technical in nature, including hardware, software, and user logins
Listening attentively to customer needs and concerns; demonstrating empathy, building rapport, and providing an excellent customer experience

General Assembly – Software Engineering Fellow

July 2019 – October 2019

Created responsive web applications by utilizing several programming languages, technical architectures, computer communication processes, and project management systems
Identified, researched, and resolved a variety of technical problems in a timely manner
Collaborated with UX designers to develop web application in new technologies

Walt Disney World – Custodial Cast Member

June 2018 – May 2019

Directed guests around the resorts and provided recommendations based on their questions, concerns, and interests
Assisted hotel coordinators and managers in performing custodial tasks in various Disney resorts
Demonstrated excellent service and was awarded special recognition for willingness to multitask in assisting fellow cast members