

## Danielle Hoey

Software Engineer

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### SUMMARY

Software Engineer with extensive customer service experience and a specialty in software development and application design. Enjoys contributing to or improving the well-being of others with a user centered design approach. Views challenges as opportunities to improve and feedback as motivation for creativity and innovation. A strategic and resourceful self-starter, adept at problem solving and able to resolve issues by quickly learning new information with little to no guidance. Able to thrive in independent, self-managed work while displaying exceptional situational awareness, interpersonal and communication skills that are necessary to collaborate in teams toward mutual goals. Can communicate technical information clearly and effectively to non-technical audiences, proving a solid foundational understanding of technical concepts.

### SKILLS

**Programming Languages** - JavaScript | Python | HTML5 | CSS3 | Mongo | Mongoose | JSON | Swift

**Frameworks** - React | Django | NodeJS | Express

**Databases** - MongoDB, PostgreSQL (SQL Queries)

**Other** - RESTful Routing, JSON api, JWT Authentication, GitHub, Object-oriented Programming, Agile workflow (Scrum)

### SOFTWARE DEVELOPMENT PROJECTS

January 2022 - Present

[\[theAlumniNetwork\]](#) Full CRUD Social Media App | ReactJS, NodeJS, Django, PostgreSQL, JWT Authentication, API data integration | GitHub Repos: [Front-End](#), [Back-End](#)

- Modeled after early Facebook, [theAlumniNetwork] is an app to connect alumni of a school or course.
- Users can register and login to view protected routes, create/read/update/delete posts and comments in different conversation topics, and update their profile information as needed.

[Mock Stock](#) Stock Market Portfolio App | Javascript, ReactJS, Express, NodeJS, MongoDB/Mongoose, API data integration, RESTful Routing, React Bootstrap | GitHub Repos: [Front-End](#), [Back-End](#)

- Collaborated with a 3-person team of software engineers in a 2-week sprint to develop an app using MongoDB for the back-end and React for the front-end
- Users can see stock holdings, portfolio balance, stock-specific information, and search for current stock data.
- A full CRUD app, users can add new stocks upon purchase, see their portfolio information, update their portfolio upon change to holdings (buy/sell in part), and delete stocks upon sale

[What's for Dinner?](#) Recipe Organization App | Express, MongoDB/Mongoose, JSON, Javascript, NodeJS, RESTful Routing | [GitHub Repo](#)

- An app to help families decide what to have for dinner. Users can filter the recipes based on their preferences, allergies, and what they have in their fridge
- Utilized Git control and tested routes using Postman to ensure functionality during production

### EDUCATION

#### GENERAL ASSEMBLY | REMOTE

Software Engineering Immersive

January 2022 - July 2022

Full-stack software engineering immersive student in an intensive, 24-week, 450+ hour program focused on product development fundamentals, object-oriented programming, MVC frameworks, data modeling, and team collaboration strategies. Developed a portfolio of individual and group projects.

#### UNIVERSITY OF MASSACHUSETTS | AMHERST, MA

Isenberg School of Management

September 2004 - May 2008

Bachelor of Business Administration in Marketing, Management

### PROFESSIONAL EXPERIENCE

Merchant, Trader Joe's | Acton, MA

August 2008 - Present

- Selected to train and onboard upwards of 200 new colleagues in best practices for task efficiency, job specific technologies and time management
- Manage product inventory in 1-4 grocery categories per shift with G.O.L.D. inventory system, accounting for 10-25% of daily sales
- Adept at assessing the needs and idiosyncrasies of customers to ensure a high-quality customer experience
- Positively impact work culture through attentiveness and empathy toward colleagues and customers
- Proficiency in de-escalation and empowerment to efficiently turn negative situations positive