DANIELLE SMALLEY

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FULL STACK DEVELOPER

.NET Framework	**Unit Testing**
Full Stack Web Application Design	**Software Development Lifecycle**
C# Fundamentals	**Agile Scrum Methodology**
Database Management	**Continued Growth in IT Knowledge**

TECHNICAL AND PROFESSIONAL SKILLS

Front End: HTML5, JavaScript, jQuery, jQueryUI, CSS3, Responsive/Mobile Web Development, Bootstrap, ReactJS

Middle Tier: Visual Studio, C#.NET, ASP.NET, LINQ, MVC, EF

Back End: ADO.NET, SQL, SQL Server, SSMSE, Python

Professional Skills: Troubleshooting, Critical/Analytical Thinking, Communication, Project Management, Collaboration, Strategic Planning, Time Management, Problem Solving

INDEPENDENT DEVELOPMENT PROJECTS

- **Personal Site: www.daniellethedev.com**
- **StoreFront**: Created a secure application for managing product data. Application is built to simulate an online store front with a shopping cart. Administrators can manage product, category, and vendor data.
- **S.A.T. Scheduling Administration Tool:** Created a secure application for managing product data. Application is built to simulate an online class scheduling system. Administrators will have the ability to manage students, courses, scheduled classes, and enrollments.
- **Final Project:** Created a secure data driven ASP.NET MVC application from design through deployment for managing the tracking and organization of hardware and software within a company. Administrators can manage employee, department data and all details relating to assigned hardware and software.

TECHNICAL TRAINING AND ADDITIONAL EDUCATION

Full Stack Web Developer Program, Centriq Training
Kansas City, MO (Virtual)

Anticipated Graduation 08/2021

- MVC Framework
- Trouble Shooting & Debugging
- Source Control
- Agile/Scrum (Created Team Project)
- Website Deployment
- Pair Programming
- Code Review

Ozarks Technical Community College   08/2011 – 05/2013
Lebanon, MO

- Associates of Arts and Teaching

WORK EXPERIENCE

Home Buying Concierge, Veterans United Home Loans   09/2019 – 02/2021
Columbia, MO

- Connected with customers at various points of the home buying process. Acted as the customer's advocate, advisor, and project manager.
- Collaborated with internal and external providers on obtaining products/services as needed.
- Contributed to new third party service ideas to expand business offerings, new scripting ideas for training, and improvements to procedures to increase efficiency and speed of service.
- Tracked procedural improvements and changes via Tableau and Excel.
- Trained/mentored new employees.

Assistant Loan Officer/Transaction Coordinator,   01/2016 – 09/2019
Veterans United Home Loans
Columbia, MO

- Effectively communicated with borrowers, loan officers, underwriters, closers, and other 3rd parties involved in the transaction; responded promptly to inquiries and requests via phone, email, and/or text/IM.
- Effectively managed a pipeline count of 30-50 borrowers each month from loan application to funding within required turn times and quality standards.
- Requested, received, reviewed, and organized all necessary items to complete loan approval.
- Reviewed and analyzed credit, income, and asset documentation; established conditions with company lender guidelines and maintained ownership of the file quality.
- Attended training to create progression in the role and participated in numerous pilot programs to test new client-facing technology or updates to internal systems/programs used.

Service Center Support, FedEx Freight   10/2013 – 12/2015
Columbia, MO

- Billed all invoices for incoming and outgoing freight (data-entry heavy).
- Checked-in driver's and reviewed all driver/freight paperwork.
- Data entry, filing, and record maintenance.
- Answered incoming calls to freight center, assisted clients and other employees with freight inquiries.

Customer Service Representative II, Central Bank of   05/2013 – 12/2015
Boone County
Columbia, MO

- Promptly responded to incoming calls, emails, and chats from customers needing assistance in a variety of areas.
- Performed account maintenance and solution tracking via CRM.
- Fulfilled customer service functions.
- Completed special projects as assigned.

911 Operator/Dispatcher, Laclede County   05/2012 – 05/2013
Sheriff's Office
Lebanon, MO

- Answered incoming 911 calls and dispatched police, fire, and ambulance accordingly.
- Answered incoming non-emergency line calls and escalated/resolved accordingly.
- Performed other duties as assigned by county offices.