Dee Richards

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WORK EXPERIENCE

100Devs   **Los Angeles, CA**
Full Stack Software Engineer   *Feb 2022 – Present*
- Collaborating with multifaceted teams to construct applications and engineer tools to simplify everyday decision-making for users
- Crafting applications utilizing the MERN stack (MongoDB, Express, React, and Node.js) to create robust and dynamic software solutions
- Optimized website performance and increased SEO visibility by 80% by strategically implementing software engineering solutions for a high-impact project
- Leveraged knowledge in full-stack web development, JavaScript, Git, and debugging using Chrome Developer Tools

Orangetheory Fitness   **Chicago, IL**
Certified Personal Trainer   *Sep 2021 – Jul 2022*
- Guiding clients at Orangetheory Fitness to achieve their fitness goals, I empowered individuals to make positive lifestyle changes, fostering their physical and mental well-being
- Tailored workouts and tracked progress using cutting-edge technology; I leveraged data-driven insights to provide personalized fitness experiences, blending IT tools with interpersonal skills to optimize results
- Cultivated a supportive and inclusive fitness community; I harnessed interpersonal soft skills to create a positive and motivational environment, helping individuals thrive on their health and wellness journeys

Marquette University   **Milwaukee, WI**
Technical Support Specialist   *Sep 2021 – May 2021*
- Diagnosed and resolved diverse technical issues, ensuring minimal downtime and optimal end-user productivity
- Meticulously documented and tracked support requests using advanced ticketing systems, maintaining detailed logs for comprehensive issue resolution analysis
- Possessed in-depth expertise in networking, hardware, and software, adeptly navigating Windows and Linux environments to deliver efficient and effective support

SKILLS

Skills: Linux, OS Management, LAN/WAN Configuration, Diagnostics, DNS Expertise, VoIP Proficiency, Virtualization, ITIL Practices, Active Directory Administration

EDUCATION & CERTIFICATIONS

Marquette University   **Milwaukee, WI**
BFA in Theatre Arts   *Graduation Date | May 2021*
BA in Sociology
- Dean's List, Chris Farley Award, Honors Program, BSC, Women Who Code

Google IT Support Specialist Certification   **Completed 2023**
- The Google IT Support Specialist certification enhances my abilities in debugging, encryption algorithms, customer service, network protocols, and cloud computing