Diane Akasike

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Self-motivated and passionate entry-level web developer and designer with 5+ years of experience in customer service and 2 years of experience in Information Technology. Solution-oriented, excellent communicator who pays close attention to detail, has strong work ethic, and experience working on teams. Desire to drive business impact in a constantly accelerating workplace. Willing to relocate anywhere within the US.

EDUCATION & CERTIFICATION

Bachelor of Arts Degree in Information Technology, Rutgers University, New Brunswick, NJ (GPA: 3.4)   **Sep 2017 – May 2021**
CompTIA ITF+ (Information Technology Fundamentals) Certification   **Oct 2020**

BASIC TECHNICAL SKILLS

- ✔ Object-Oriented Programming
- ✔ Python 3
- ✔ Java
- ✔ Web Design
- ✔ Website Development/Maintenance
- ✔ Agile Software Development
- ✔ Hypertext Markup Language (HTML5)
- ✔ Cascading Style Sheets (CSS)
- ✔ Communication

RELEVANT WORK EXPERIENCE

Website Technician   **Sep 2020 – May 2021**
Rutgers School of Arts and Sciences (SAS) Dean's Office - Computer Operations: New Brunswick, NJ
- **Website Maintenance –** Manage and maintain 100+ Rutgers SAS websites using Joomla Content Management System by working closely with a small team of web developers to increase the number of hits to the websites and generate revenue for SAS IT Web services
  - **Quality Assurance –** Inspect 50+ websites for broken links, error messages blank pages, and uneven formatting to improve website quality and user experience
  - **Troubleshooting –** Monitor incoming requests from school departments via an online work order system, decreasing wait times for clients to receive responses and assistance
  - **Security –** Test front and back end of websites after software updates for security vulnerabilities to ensure website performance was not inhibited and website administrators are able to successfully login
- **Communication –** Converse with clients via workorder system and team members via Slack to understand clients' requests for updating webpages
  - **Client Satisfaction** – Have completed and received positive feedback from clients and/or team members for 100% of the requests assigned to me
- **HTML5 –** Inspect and modify code to troubleshoot formatting and page layout issues or to efficiently revise repetitive content on SAS websites

Web Developer (Remote)   **Feb 2021 – Apr 2021**
Bridgeport Youth Lacrosse (BYL): Bridgeport, CT
- **Web Design** – Organized page structure and content by use of development tools as specified by BYL according to their needs and make suggestions to improve user experience and functionality of the website
- **Website Development –** Reconstructed current, incomplete website by creating the design and layout of 10+ web pages and updating or removing outdated information from existing content to meet client needs
  - **WordPress –** Implemented eCommerce functionality into existing website to meet client's marketing needs using WooCommerce
  - **Google Cloud –** Developed a Web App to generate outgoing emails from online store to troubleshoot mail failure errors from WordPress
  - **Social Media Integration –** Integrated social media posts into feed on website homepage to increase user engagement and fulfill a key priority of the President of the BYL Program
  - **Optimization –** Optimized page load speeds, image sizes, and JavaScript and CSS delivery to improve bounce rates and search engine rankings
- **Agile Software Development –** Utilized Jira software to track and organize agile software development process to maintain transparency with team
  - **Sprint Planning –** Estimated effort for requirements and sequence backlog issues into one-week sprints to define time-based deliverables
  - **Issue management –** Prioritized implementation of solutions to manage issues pointed out by user testing
  - **Standup Meetings –** Participated in biweekly standup meetings with board director via Zoom to report project progress and issues
- **Communication –** Collaborated with stakeholders and contributors from the Board of Directors, the BYL Program, and outside parties to understand the overall vision and end goal for the organization website
- **HTML5/CSS –** Inspected and modified semantics and formatting with HTML5 and styling with CSS to fix issues with structuring and presenting content
- **Security –** Develop and managed system of backing up HTML code to create a habit of maintaining cyber security best practices

RELEVANT PROJECTS

- **Introduction to Computer Concepts**   **Semester: Fall 2019**
  - Gained an understanding of basic mathematical-theoretical principles that govern the functioning of computers and the role of creative thinking and problem solving in building software applications
  - Collaborated with a group of five team members and used Java programming language to develop a conceptual solution to a designed problem
- **Object-Oriented Programming**   **Semester: Spring 2020**
  - Introduced to principles of object-oriented analysis, design and programming and discovered interactive capabilities of 3rd-party public application programming interfaces
  - Utilized Python 3 programming language to extract data from Twitter's API in order to focus on developing creative thinking for analyzing a problem domain and designing a solution to resolve it
- **Web Design**   **Semester: Spring 2020**
  - Studied the implications of web design in meeting organizational and client needs, and how to transform client requirements from sketch to wireframe to high-fidelity prototype
  - Built a basic online portfolio for myself using HTML5 and CSS to apply basic principles and techniques of web design
- **Independent Study**   **Semester: Spring 2021**
  - Designed and managed my own program of study based on my existing experience and knowledge as well as my long-term intentions
  - Created a professional portfolio website using Bootstrap Templates with HTML5, CSS, and JavaScript to showcase the relevant work I have completed in previous ITI courses, jobs, and outside training