EMANUEL ROUSE

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PROFILE

Hi, my name is Emanuel Rouse. After sixteen years in customer service I've decided to follow my passion for tech and persue a career in the development industry.

WORK EXPERIENCE

05/2022 – PRESENT
PENNS GROVE, UNITED STATES
FC Associate I
Amazon
- Maintain metrics for order picking.
- Responsibilities: Order picking and packing product
- Process customer orders

12/2018 – 05/2022   BROOKLAWN, UNITED STATES
Shift supervisor
Rite Aid

Supervise and help Store Associates with daily operational tasks.
● Assist customers with their shopping needs and transactions.
● Tend to merchandise tasks via plan-o-gram.
● Perform proper receiving and stocking procedures.
● Count and reconcile cash register drawers.
● Prepare deposits and order changes from the bank.
● Ensure store inventory is regularly inspected, removed, or rotated according to the Product Freshness Review Schedule.

04/2016 – 12/2018
VOORHEES TOWNSHIP, UNITED STATES
Sales associate/retention specialist
Comcast
● Conferred with customers by telephone to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
● Kept records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions performed.
● Ensured that appropriate changes were made to resolve customers' problems.
● Resolved customers' service and/or billing complaints by performing activities such as in-depth account analysis,
refunding money, or adjusting bills.
● Solicited sales of new or additional services & products

within the existing customer base through direct contact or customer follow-ups.

PROJECTS

DOM Manipulation: Pokémon Quiz App
https://emanuelrouse.github.io/pokemon-quiz-app/

This app was created to showcase my understand of the DOM and how to create different views for webpages.

Full Stack: All the Docs
https://github.com/emanuelrouse/AllTheDocs/tree/master

All The Docs was created as a capstone project to showcase our team's ability to create full-stack applications. The project idea was spawned from the observation that new developers often need multiple sources of assistance while coding to find helpful terms and knowledge.

SKILLS

Programming languages
HTML, CSS, Javascript

Frameworks
 React, React Native, SASS, Bootstrap

Databases
 MongoDB and SQL.

Relevant Institute Courses
Web Development Fundamentals
Full Stack Web + Mobile Development

EDUCATION

Nucamp Coding Bootcamp, Philadelphia PA * 2021 - 2022

Brooklawn Nj, US
https://emanuelrouse.github.io/emanuelrouse.com/