

EMANUEL ROUSE

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👤 PROFILE

Hi, my name is Emanuel Rouse. After sixteen years in customer service I've decided to pursue my passion for tech and pursue 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.
- Execute proper receiving and stocking procedures.
- Count and reconcile cash register drawers.
- Prepare deposits and order changes from the bank.
- Guarantee 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 carried through.
- Ensured that appropriate changes were made to solve customers' problems.
- Resolved customers' service and/or billing complaints by performing activities such as in-depth account analysis, refunding money, or adjusting bills.

📅 WORK EXPERIENCE

- 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 produced to showcase my understand of the DOM and how to make different views for webpages.

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

All The Docs was made 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/Portfolio/>