

## CyberSecurity Professional | Web Developer

Dynamic and adaptable recent graduate with a certification in cyber security seeking an entry-level cyber security or development position. Excels at communication, asset management, network security, and web development, with extensive experience improving client retention. Proficient in programming languages such as Javascript and Python, and easily collaborates in team dynamics.

### Qualifications

Cybersecurity | Github | Client-Database Integration | Linux | Data Analysis | Javascript | jQuery | React | MongoDB Administration | Bootstrap | MacOS | Windows | Cloud Computing | Microsoft Office | IDEs | Express | API Network Security | A/B Testing | Data visualization | SIEM tools | Security | OAuth | Databases | Redux | Angular | Python

**Process Experience:** Test-Driven Development, Object-Oriented Development, API configuration, AJAX, JSON, UNIX CLI, Linux, responsive design, SQL, HTML, Research, Problem Solving, Adobe, Sass

### Employment History

#### Self-Employed | Freelance Web Developer

JUN 2018 - PRESENT

- Collaborated with clients in person and via website on custom pieces and domains, maintained accounts and personal records.
- Developed solutions for clients who needed personal websites or ideas for the design.
  - Managed **data hygiene** and implemented data integrity projects for reporting and analysis such as log files.
  - **Monitored data usage** and updated clients monthly on their needs and billing requirements. Adjusted as needed.
- Developed and maintained accessible, attractive designs.

#### Happy Head | Customer Support Representative & Hair Specialist

JUL 2023 - FEB 2024

- Provided customer support for products and services while staying on target for KPIs and CSAT, consistently at **97% target met**.
- **Tracked and reported bugs** in API and website for data analysis and web troubleshooting.
- Used company forms and processes for reporting and working with customers:
  - Made use of de-escalation techniques where necessary and retained **over 70% of clientele**
  - Reported to each department related to reporting needs, including Marketing, Development, and quality assurance

#### Safeway | Personal Shopper

Nov 2022 – Jan 2023

- Aggregated orders and payments for up to 50 customers a day
  - Fulfilled orders of up to 60 items each within time frame given, usually within 20 minutes
  - Utilized project management tools (Teamwork PM software) and strategies that maintained excellent **organizational** and **prioritization** skills.
  - Achieved client satisfaction rate consistently **above 90%**; exemplified strong commitment to client success and fostered long-term partnerships.
- Crafted email content and took opportunities to inform customers of tips for success, safety and recalls, as well as any daily communication.

#### Seattle Art Museum | Security Supervisor

JUN 2019 - AUG 2021

- Monitored team of security officers and managed each day alongside securing facility
- Contributed input on **functionality, accessibility, and success** of curation of galleries on a monthly basis
- **Followed security protocol** and made efficient use of teamwork:

- Team became closer and more efficient due to understanding expectations and socialization
- Contributed to better museum gallery layouts with installation teams and security via communication
- Consistently reviewed updated regulations and laws and ensured they were followed

**Sunrise Medical Billing | Billing Specialist**

JUN 2013 - JUN 2018

- Successfully managed a portfolio of up to **25 clients** simultaneously.
  - Balanced accounts and processed billing for multiple mental health and private clinic provider offices.
  - Troubleshoot billing and code errors, correcting billing with a 97% success rate for all accounts
  - **Improved clientele by 80%** via reliability, integrity, and consistent delivery.
- Updated office systems and security by review of laws and regulations each year, improving liability practices substantially.
- Crafted email content and meticulously designed and executed email proposal campaigns; nurtured leads and drove conversions (primarily within the private practice sector).

**Education & Certifications****Bachelor of Science (BS), Art History (1) & Interdisciplinary Design (2)** – University of Washington**Google Cybersecurity Professional Certificate** – Coursera**Full-Stack Web Developer Certificate** – CareerFoundry