Evelyn Coleman

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<https://github.com/coleve27> |<https://www.linkedin.com/in/evelyn-coleman>

*Flexible and Creative web developer. Experienced in HTML5, CSS3, Javascript, JQuery, Bootstrap, Angular JS, Firebase, Ionic Mobile Framework, Node Js, MySQL, MongoDB, Express, & Handlebars JS. Comfortable in client facing roles and a quick study of new technologies*

**EDUCATION**

**University of Texas CPE, Austin, TX** April 2016 - October 2016

*UT Coding Bootcamp - Javascript Full Stack Web Development*

An intensive 24-week long boot camp dedicated to designing and building web applications. Skills learned consisted of HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handlebars JS, & React Js.

**The Evergreen State College, Olympia, WA** June, 2012

B.S. Animal Behavior and Evolution GPA: 3.7

**APPLICATIONS BUILT**

**RQTZ**

* A dashboard for managing your online marketing presence through Facebook API
* Facebook API lead on team of 4
* Javascript, CSS, Materialize, HTML
* <http://coleve27.github.io/RQTZ>

**JDQTZ**

* A database tool for Austin’s Asian American Resource Center
* Authentication Lead on a team of 5
* Node js, Express, MySQL, Sequalize, Auth0, Materialize, Javascript
* <https://github.com/coleve27/jadequartz>

**Burger Eater**

* A full stack app that lets you add and delete burgers to a SQL database
* Javascript, CSS, HTML, Handlebars, SQL,

<http://coleve27.github.io/burger>

**RELEVANT EXPERIENCE**

**ORACLE • Austin, TX**

**2016 – Present**

**Customer Success Manager- Team Lead**

* Presented tailored business reviews to validate customer investments, explore potential expansion opportunities resulting in meeting 100% of renewal target for FY17
* Spear-headed an internal certification program for CSMs and administered to 100% of the Taleo CSM team to ease a critical shortage in product knowledge. The Taleo Certification program was later adopted as mandatory training
* Subject Matter Expert for Oracle’s Talent Acquisition for Midsize Cloud providing support for agents on chat and solving escalated internal and external tickets
* Negotiated the processes and guidelines for handling multi-pillar accounts ensuring that a cohesive strategy was presented to customers with multiple CSMs
* Created 30 short videos to deliver personalized training to customers and colleagues resulting in unsolicited recognition from Taleo customers