

# Ellen White

Full Stack Developer



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Github.com/evwhite2

## EDUCATION

MS BUSINESS ADMINISTRATION  
IT & Data Management  
Loyola University Chicago  
Exp. 2021

CERTIFICATE FULL STACK WEB  
DEVELOPMENT  
Northwestern University  
2020

BACHELOR OF LIBERAL ARTS &  
SCIENCE  
Environmental Sustainability  
University of Illinois Urbana  
2016

## TECHNICAL SKILLS

HTML

CSS

JavaScript

React

Node

MongoDB/Mongoose

MySQL

Microsoft Access

Oracle

Arc GIS

## INTERDISCIPLINARY SKILLS

Team Management

Project Management

Writing

Art and Design

Efficiency Improvement

Detail Orientation

## OBJECTIVE

After several highly productive years of work in accounts management, I seek to change the trajectory of my career towards the world of full stack development, specifically in database management and development of data-centric applications. As a long-time advocate of continuous self-improvement, I need a greater challenge in my career, and the constant flux of work as a developer is exactly the right fit. I plan to use my fresh coding experience and my natural tenacity to tackle my entry into a new role aligned with these interests.

## DEPLOYED PROJECTS

My Profile: <https://evwhite2.github.io/EllenVWhite-Profile/>

NotePad: <https://still-brushlands-30860.herokuapp.com/>

Devour-or-Nah: <https://radiant-sea-75820.herokuapp.com/>

TripBuddy: <https://mysterious-eyrie-04638.herokuapp.com/>

## PROFESSIONAL EXPERIENCE

### Customer Service Representative

*ArcelorMittal International, Long Carbon Europe / October 2018- Present*

Liaison for all Canada-based client needs after and order placement, including status updates, invoicing, and reporting on vessel schedules in coordination with counterparts in European producing mills.

- Inputs, transmits, and tracks new orders, handles registration and credit memos for quality claims on AMI products.
- Assists engineers with assorted tasks, such as preparing data in Excel to be used for structural analysis of future steel projects and AMI recommendations.
- Ensures all customer-related master data is current and accurate, creating and instructing tickets when data requires modification.
- Resident techie.

### East Coast Regional Manager

*First Look Appraisals, LLC / June 2016-October 2018*

Promoted after 1 year of employment to leadership role overseeing team of 9 coordinators to provide integral, multi-faceted support for mortgage lenders during real estate appraisal life cycles.

- Recruited new vendors and worked to build and maintain relationships with client and vendors alike, including profile management responsibilities, and generating and enforcing Service Level Agreements.
- Charged with managing all escalated files, including developing new strategies to mitigate reoccurring issues and improving coordination processes.
- Assisted in training of most new employees, developing new training materials, tracking progress, and reporting on performance of indirectly managed associates.
- Consistently demonstrated mastery of various technological interfaces and several operating systems, often improving the understanding of company systems for my superiors, on several occasions, leading to the creation of new tools to run user operations more effectively.