FAITH BURNETT

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Junior Software Developer

SUMMARY OF QUALIFICATIONS

Customer Service professional with 15 years of experience improving customer satisfaction, answering inquiries and problem solving. Utilize effectively listening to research and identify customer issues while providing effective solutions to problems presented. Undergraduate student seeking Bachelor's Degree in Computer Information Systems gaining understanding of Software Development concepts.

CORE COMPETENCIES

Data Authentication	Troubleshooting	Research
Rapport-Building	Communication	Critical Thinking
Organization	Adaptable	Detail Oriented

TECHNICAL PROFICIENCIES

Operating Systems: MacOS, iOS, Windows, Linux
Software Applications: Microsoft Office, Figma, Visual Studio Code, Visual Studio Community, Netbeans, Eclipse, IntelliJ, Arduino, Git, MySQL, iWork, Azure, VirtualBox
Programming Languages: C++, C#, Java
Scripting Languages: Python, JavaScript
Database Languages: SQL
Markup Languages: HTML, CSS

EDUCATION

DeVry University – Addison, IL   Present
Bachelor of Science in Computer Information Systems: Software Programming
- *Expected Completion:* 01/2025
- *Relevant Courses:* Introduction to Technology and Information Systems, Introduction to Operating Systems, Critical Thinking and Problem Solving, Introduction to Programming, Introduction to Digital Devices, Programming with Objects, Intermediate Programming, Careers and Technology, Database Systems and Programming Fundamentals, Business Application Programming with Lab, Software Engineering I, Introduction to Artificial Intelligence and Machine Learning, Data Structures and Algorithms

PROFESSIONAL EXPERIENCE

Frontline Managed Services – Creve Cour, MO   11/2023-Current
Help Desk Analyst
- Troubleshooting various issues in Microsoft Office, Windows, MacOS, iOS, and Android.
- Adhering to security protocols ensuring information and data security.
- Researching solutions using Knowledge Bases, and web searches to find solutions.

Amazon AMXL – St. Peters, MO   08/2023-09/2023
Warehouse Associate
- Sort product shipments by scanning product codes, organizing products by route, and scanning route codes.
- Adhere to safety protocols, ensuring the proper operation of equipment to minimize workplace accidents.
- Collaborate with team members for handling product that required multiple personnel to lift.

Menard's – St. Peters, MO   12/2021-12/2022
Sales Associate
- Maintained inventory counts through company's inventory User Interface (UI) by scanning product and changing counts according to product on-hand for accuracy representation of stock.
- Provided product information, brand details and product recommendations to assist customers in their home project completion including potential alternatives tailored to their needs.
- Troubleshooted in-store equipment such as printers, computers, and paint mixers and escalated to manufacturer when replacements or repairs were needed.

Amazon – St. Peters, MO   07/2021-12/2021
Flow Associate
- Scanned incoming products, organized product by size and stored in correct sized bin.
- Kept up with a high paced environment scanning 180 items per hour increasing departments productivity.
- Prepared orders by scanning products, placing products in correctly sized packaging, adhering required safety labels and sealing packages for shipment.

Home Goods – St.Petersburg, FL & St. Peters, MO   11/2019-07/2021
Merchandise Coordinator, Receiving Coordinator
- Used popular products or a set of products that worked cohesively to design attention grabbing displays.
- Monitored sales to see which products were selling fastest and moved them closer to high traffic areas for improved sales.
- Managed a team of 7 in the receiving department ensuring trucks were offloaded in a 4 hour window to improve efficiency.

Amazon AMXL – St. Petersburg, FL   08/2018-11/2019
Warehouse Associate
- Sort product shipments by scanning product codes, organizing products by route, and scanning route codes.
- Adhere to safety protocols, ensuring the proper operation of equipment to minimize workplace accidents.
- Collaborate with team members for handling products that required multiple personnel to lift.

Label Insight – St. Louis, MO   08/2017-11/2018
Data Entry Clerk
- Used company's UI to sort through product information and kept detailed records on ingredients for each one.
- Carefully analyzed each product's information to ensure they were marked with the correct labels to maintain safety standards for our customers.
- Communicated with superiors if product descriptions were unreadable or didn't have enough information to accurately record the data.

LaQuinta – Maryland Heights, MO   11/2013-08/2018
Front Desk Representative, House Keeping Supervisor
- Took guest reservations and requests from over the phone while also making sure our in-person guests were taken care of in a timely manner.
- Led a team of 7 to ensure the cleanliness of over 100 rooms performing inspections on rooms daily to maintain our quality standards.
- Kept detailed inventory and completed orders to make sure employees had the supplies needed to perform their duties.