Zachary Roy

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Profile

As a Full Stack Developer, my journey in the tech industry began with a strong foundation in the arts and a profound interest in computer technology. This unique combination led me to complete a Full Stack Development Course with UCLA edX, where I honed my skills in both front-end and back-end development. Through this program, I mastered the latest web technologies and programming languages necessary for designing and implementing modern, responsive web applications. My artistic background, particularly in music arts, has enriched my problem-solving skills and creative thinking, enabling me to approach technical challenges with a unique perspective. Now, as a Full Stack Developer, I am eager to apply my comprehensive skill set to innovative projects and collaborative teams, bringing a blend of creativity, technical proficiency, and a passion for developing cutting-edge web solutions.

Work Experience

Tiffany & Co.
November 2021- September 2023
Client Advisor
- Managing the profiles created by clients and verifying that all information is accurate
- Creating an elevated luxury sales experience so that the client feels welcome to come back
- Following up with clients on complex orders over the span of days, this includes monitoring other departments for their progress
- Handling sensitive information with care such as payment methods, billing address, and phone numbers
- Handling any customer service requests without needing any escalation to a higher up such as a shift lead or team manager
- Managing call flow whether it be through phone calls, text chats, or email responses
- Making sure complex orders are met to the standard of the client, no matter how high it is

SameDay Health
December 2020- September 2021
Client Advisor
- Preparing the testing site's kiosk so that all equipment is ready for check in
- Monitoring and recognizing team performance
- Managing the profiles created by clients and verifying that all information is accurate
- Organizing the schedule for patients, making sure that all appointments are valid and on the correct time/date
- Making sure that the testing site is thoroughly cleaned and sanitized before, during, and after open hours
- Ensuring all biohazardous materials are both delivered safely and disposed of properly
- Logging in data through Excel spreadsheets, Google Forms, and Acuity Scheduling
- Maintaining HIPAA standards across the entirety of the testing site
- Providing a safe and comfortable experience for getting tested during a global pandemic

Freelance Stagehand
April 2018- - April 2020 (Halted due to COVID-19)
Stagehand
- Loading and unloading props, materials, and instruments from trucks
- Setting up risers and musical equipment
- Lifting more than 50 pounds of construction
- Making sure sets and stages are thoroughly cleaned after each performance.
- Working with team members and providing safety to those around
- Creating a healthy environment for construction

Skills

- Programming Skills: HTML, CSS, Javascript, jQuery, OOP, Node, Express, Handlebars, SQL, NoSQL, MVC, APIs, Computer Science, React, MERN stack, Python, C#, AWS, Java
- Technical Skills: Microsoft Office Suite, Salesforce, PC and Mac proficient, Computer Building, Computer Troubleshooting on both Mac and Windows.
- Studying Japanese for 5 years with a JLPT N4 Certification and currently going for a N3/N2 Certification

Education

UCLA edX - Full Stack Developer Bootcamp
Certificate
December 2023 - March 2024

Ramon C. Cortines School for the Visual and Performing Arts
High School Diploma
September 2013- June 2017

References available upon request.