FRANCINE
BABAUTA

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fbabauta.github.io/portfolio/ 🌐

Full Stack Web Developer with a background in the airline industry. A creative problem solver with a life-long love of learning, and a passion for building things that are both useful and visually engaging. Seeking a role where I can merge my technical and creative thinking skills, to create impactful user experiences on the web.

TECHNOLOGY SUMMARY

- Front-End Web Development: HTML5, CSS, JavaScript jQuery, Bootstrap, Bulma, AJAX
- Back-End Web Development: Node.js, Express.js, MySQL, Handlebars.js, Sequelize

PROJECTS

Weather Dashboard | https://github.com/fbabauta/Weather-Dashboard | https://fbabauta.github.io/Weather-Dashboard/
- An application that allows users to view current and future weather forecast for any city or state.
- Technologies used: HTML, CSS, JavaScript, jQuery, Moment.js, Bulma, OpenCage Geocoder API, Open Weather Map API

Note-Taker | https://github.com/fbabauta/Note-Taker | serene-ocean-62587.herokuapp.com/
- A full stack note pad application that allows users to create, edit, organize and save notes.
- Technologies used: HTML, CSS, Bootstrap, JavaScript, Node.js, Express.js, Heroku

Day-Planner | https://github.com/fbabauta/Day-Planner | fbabauta.github.io/day-planner/
- An introductory day planner calendar app that displays the current day and allows users to schedule out their workday saving notes to hourly time blocks.
- Technologies used: HTML, CSS, Bootstrap, JavaScript, jQuery, Moment.js

EXPERIENCE

Lead Customer Service | United Airlines, Inc
APRIL 2016 – OCT 2020
- Coordinated with supervisor to determine staffing needs for gate and ground operations, including ticket counters and baggage services.
- Addressed and resolved escalated customer concerns and assisted agents with resolving complex issues.
- Communicated changes in company rules and procedures, and mentored staff to improve performance and efficiency.
- Secured gates by communicating with aircraft and relayed messages to ramp and ticket counter.
- Improved quality processes for increased efficiency and effectiveness; accountable for all flights departing on-time.

EDUCATION

Full Stack Web Development | University of Washington
SEPT 2020 – CURRENT (MARCH 2021 GRADUATE)
Pursuing certificate of completion as a Full Stack Web Developer

Paralegal | Everest University, Tampa, FL
JAN 2012 – APRIL 2014
AAS Degree