

# Brandi Hoilett

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## Professional Summary

Detail-oriented web developer in training, skilled in building responsive web applications using HTML, CSS, and JavaScript. Experience integrating APIs and leveraging technical support expertise to deliver efficient, user-focused solutions. Background in technical support equips me to deliver efficient, scalable applications while collaborating with cross-functional teams.

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## Technical Skills

- **Web Development:** HTML, CSS, JavaScript, Responsive Design
  - **Tools:** Visual Studio Code, Git, GitHub, Figma, Chrome DevTools
  - **API Integration:** Fetching and parsing JSON data, RESTful APIs
  - **Data Management:** CRM systems, POS systems, Microsoft Excel
  - **Soft Skills:** Problem-solving, Communication, Attention to Detail, Adaptability
  - **Technical Proficiencies:** Typing Speed (55 WPM), Microsoft Word
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## Projects:

### Weather App

- Built a responsive weather application using HTML, CSS, and JavaScript that fetches real-time weather data via an API.
- Implemented features like search functionality and dynamic updates for city weather conditions.

### Memory Matching Game

- Designed and developed an interactive memory game with HTML, CSS, and JavaScript.
- Integrated responsive design for seamless gameplay across desktop and mobile devices.

### Tic-Tac-Toe Game

- Created a two-player interactive Tic-Tac-Toe game using JavaScript for game logic and CSS animations.
- Showcased logical problem-solving and creative UI design.

## **Professional Experience:**

### **Customer Service Representative**

Home Depot Online Customer Support 07/2022 – Current

- Managed high-volume customer interactions, assisting 40+ users daily with inquiries, order placement, and refunds.
- Maintained and updated customer profiles in CRM systems, ensuring data accuracy.
- Developed efficiency in using POS systems to resolve purchase and transaction issues.

### **Technical Support Representative**

Teleperformance - Apple iTunes Support 04/2021 – 04/2022

- Provided technical support for Apple products, resolving complex issues using tools like Bomgar.
- Processed refunds and account recoveries, ensuring secure user experiences.
- Delivered step-by-step guidance to customers on product features, improving satisfaction and retention.

### **Customer Service Representative**

Inktel - Sephora Support 08/2018 – 05/2019

- Delivered email-based customer support to resolve order issues like refunds and reshipments.
  - Assisted customers with product selections, enhancing their shopping experience.
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## **Education:**

Miami Norland Senior High

- High School Diploma | Certificate in Hospitality & Tourism

Miami Dade College

- Coursework in Accounting