

# Gnale Kourouma | Software Developer

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## SUMMARY

Currently enrolled in the Adobe Digital Academy, building expertise in HTML/CSS, React, JavaScript, and Python. With 4+ years of experience in system support, account management, and customer service, I excel at identifying needs, resolving issues, and streamlining processes to improve customer satisfaction.

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## SKILLS

**Languages:** Python, JavaScript, HTML, CSS,

**Libraries and Frameworks:** React, Express.js, EJS, Django

**Tools/Platforms:** MongoDB, Git, GitHub, Heroku, REST APIs

**Databases & Storage:** PostgreSQL (Heroku Postgres), MongoDB, Cloudinary (image/video storage & transformations)

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## PROJECTS

### Memory Lane | Full-Stack Social Memories App | Solo Project

[Live](#) | [GitHub](#)

- Built with Django, PostgreSQL, and Cloudinary for secure user-uploaded images/videos
- Implemented user authentication, profile pages, and follow/unfollow relationships
- Designed “albums” (grouped memories) with full CRUD: create/edit/delete albums and memories
- Integrated Cloudinary’s face-focused, auto-quality thumbnails and live JS preview for profile pics

### 90s/Early 2000s Trivia Game | Browser-Based Trivia Game | Solo Project

[Live](#) | [GitHub](#)

- Developed a nostalgic trivia game based on the 90s/Early 2000s Pop Culture using HTML, CSS, and JavaScript
- Implemented dynamic question rendering and answer validation using DOM manipulation
- Created a responsive and engaging UI with score tracking and personal feedback

### NFL Playoff Tracker | CRUD Application for Tracking NFL Playoff Teams | Solo Project

[Live](#) | [GitHub](#)

- Designed and built a CRUD-based web application where users can track whether their NFL team made it to the NFL Playoff season. Application was built using Node.js, Express, and MongoDB
- Developed a RESTful API to manage team data, including team Conference and Division information
- Implemented interactive UI for adding, editing and deleting teams
- Applied conditional rendering to display playoff status and league categorization

### StreamQuest | Movies and TV Shows Watchlist Web Application | Solo Project

[Live](#) | [GitHub](#)

- Developed a full-stack web application using MEN stack with EJS templates. StreamQuest is a web application for movie and tv enthusiasts to discover new releases and add to their personal watchlist
  - Implemented user authentication and authorization for secure watchlist management
  - Created dynamic filtering features to explore movie and TV show releases
  - Integrated a review system where users can leave a review on watched content and also edit or delete their reviews
  - Built interactive and responsive UI components for an enhanced user experience.
  - Deployed via Heroku for cloud hosting
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## EXPERIENCE

**Software Engineering Fellow** | Adobe Digital Academy – General Assembly

Feb 2025 - Current

- Developed full-stack applications using HTML, CSS, JavaScript, React, Node.js, Express, and MongoDB.
- Built and deployed CRUD applications, integrating authentication and authorization
- Collaborated with peers and mentors to write clean, maintainable code and conduct code review
- Improved problem-solving and debugging skills through real-world coding challenges and projects.

**AAadvantage System Support Specialist** | American Airlines | Fort Worth, TX      Sep 2022 - Mar 2024

- Leveraged CRM systems to analyze customer accounts and expedite issue resolution, ensuring minimal friction.
- Investigated incidents and enforced security protocols to improve customer safety and reduce future risks.
- Managed customer expectations by identifying needs, recommending products/services, and implementing solutions.
- Administered account updates while adhering to data security standards, maintaining trust and compliance.

**AAadvantage Account Specialist** | American Airlines | Fort Worth, TX      Mar 2022 - Sep 2022

- Delivered exceptional service, resolving customer inquiries efficiently and achieving high satisfaction ratings.
- Utilized systems such as Ventana, ePNR, SABRE, and Advanced Focus to troubleshoot and resolve account issues.
- Consistently exceeded quality assurance benchmarks, reflecting professionalism and customer-first service.
- Actively listened to customer concerns, addressing complaints with empathy and tailored solutions.

## EDUCATION

**Full-Stack Software Engineering Immersive | Adobe Digital Academy |** General Assembly | Remote

Full-time immersive program in Software Engineering consisting of 480+ hours of project work, professional training, and mentorship. Executed end-to-end Full-Stack Development for 4 frontend, backend, and Full-stack projects in teams and individually.