Glory Annen

Software Developer

✉ gloryannrios@gmail.com ▢ (813) 539-0330 ⦾ Ruskin, FL ⓘn linkedin.com/in/gloryannen ⦿ github.com/lenuvia

SKILLS

Programming Languages and Tools: JavaScript(ES6, React, Node.js, Jest), jQuery, HTML/CSS, Bootstrap, Ajax, JSON, XML, APIs, SQL(PostgreSQL), Python(Flask), Git, Github, Visual Studio Code, Visual Studio Community
Applications: Adobe Acrobat, Active Directory, Microsoft Office, PowerShell, WSL, PuTTY, WinSCP, RDC, TASKE, Ivanti, FreshService
Operating Systems: Windows 7/10/10, Linux

CAREER HISTORY

Freelance Developer | 12/2021 - Current
➜ Integrated and configured chat function, contact forms, and newsletter feed on a client's Wordpress website.
➜ Performed content updates on a client's Wix website.
➜ Collaborated with another developer to design and engineer a Wix website for a client that included a woocommerce shop.

Software Engineer Apprenticeship | Springboard | 08/20201 - Current
➜ Learned key aspects of front-end and back-end web development, databases, data structures, and algorithms in a period of 800+ hours.
➜ Designed, tested, debugged, and documented 20+ software applications using technologies such as: Javascript, CSS, Bootstrap, jQuery, Node.js, Python, SQLAlchemy, React, RESTful APIs and more.
➜ Participated with other developers on projects and established a workflow using Github.

Technical Support Specialist | Hillsborough County Sheriff's Office | 04/2020 - 08/2021
➜ Managed and maintained over 10 applications and databases while increasing efficiency in procedures by developing techniques that cut the overall administrative work time by 50%.
➜ Supervised, arranged, and installed 200+ desktop and laptop stations during company-wide upgrades.
➜ Received Certificate of Appreciation from leadership for outstanding performance and diligent work.

Support Specialist | Hillsborough County Sheriff's Office | 10/2017 - 04/2020
➜ Trained new-hires and peers on procedures and techniques that elevated the team's performance by 20% and resulted in end-user satisfaction.
➜ Planned and conducted classes on Windows Basics and Security Awareness ranging 10-30 users.
➜ Solved end user issues with 15% more success than the department's average, handled trouble tickets 25% faster than peer support specialists, and maintained 30% above average user satisfaction.
➜ Received Certificate of Commendation by management for outstanding performance as well as upholding the values and mission of the agency.

Sales Associate │ Bath & Body Works │02/2016 - 09/2017
➜ Retained and increased customers by 10% by using strategies to increase customer loyalty and retain business.
➜ Opened and closed store on 40% of shifts, including stocking deliveries, replenishing sales floor, and fulfilling opening/closing checklists.
➜ Operated Point Of Sales system with 100% accuracy and zero mistakes.

CERTIFICATIONS

ITIL 4 (2019)
Comptia A+ (2018)

EDUCATION

Hillsborough Community College │ Tampa, FL │ 2013 - 2014