



# Heather Gallo

## Professional Summary

Front end developer trained by SheCodes in JavaScript, HTML, and CSS. Pulling from my extensive background in customer service, I plan to deliver exceptionally in this area, as well as happily contributing to a highly collaborative work environment. I pride myself in tirelessly working toward finding solutions and ensuring customer satisfaction. Open to non-traditional roles as I grow my portfolio.

## Work History

### Saltana Cave - Customer Service/Operations Specialist

Ridgefield, CT

09/2019 - 03/2020

- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Investigated and resolved customer inquiries and complaints quickly.
- Exercised time management skill by leading 8-10 group salt therapy sessions focused on client comfort daily.
- Recommended products to customers, thoroughly explaining details.
- Maintain schedule of salt therapy sessions with thorough, accurate, and up to date client information.
- Apply payments to POS system and ensure balanced accounting daily.
- As the only employee of a small business, continuously sought ways to improve processes.
- Answered phone calls and emails addressing customer inquiries, solving problems and providing product information.

### Danbury Automotive Group - Mopar Express Service Advisor

Danbury, CT

10/2018 - 08/2019

- Welcomed, greeted and assisted guests in high-traffic department.
- Ethically presented customers with documented and individualized recommended service and part expenses while keeping them informed of vehicle progress and completion time to properly address concerns.
- Exhibited high energy and professionalism when dealing with clients in stressful situations.

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## Skills

- Customer experience
- Adaptability
- Creativity
- Problem Solving
- Organizational proficiency
- Ability to work independently
- Written and verbal communication

## Education

05/2023

### SheCodes

Remote

Certificate: Web Development

SheCodes Plus is designed for SheCodes Basics graduates who'd like to continue their coding journeys. Gain advanced coding knowledge in order to transition to a career in tech. Areas studied: Advanced HTML, CSS, and responsive design, Advanced JavaScript, API's, and tools to manage code. Created a fully functional weather application.

10/2022

### SheCodes

Remote

Certificate: Introduction To Coding

SheCodes Basics is an introduction to front-end development and development tools. It is designed for complete

- Maintained current knowledge of state and local laws and regulations related to automotive service.
- Prepared complete, accurate repair orders in accordance with dealership policies.
- Kept up to date with ongoing quarterly training.
- Cross-trained and able to create effective communication between departments to provide customer support.
- Promoted available products and services to customers.

#### **Danbury Automotive Group - Service Coordinator**

Danbury, CT

05/2018 - 08/2018

- Performed general office duties, including answering multi-line phones, routing telephone calls or messages to appropriate staff and greeting visitors.
- Scheduled automotive service appointments for dealership.
- Handled customer payment and credit transactions.
- Balanced and reconciled service and parts financial deposits in order to send to the accounting office for final bank deposit daily.
- Maintained effective customer satisfaction by responding to inquiries and requests in a timely manner, creating positive working relationships.

#### **Danbury Auto Group - Accounting Clerk**

Danbury, CT

11/2017 - 05/2018

- Processed daily deposits from all departments by entering into dealer management system (DMS) to ensure accurate balance and prepare for bank.
- Investigated daily variances and corrected errors to resolve discrepancies.
- Regularly interacted with different departments and routed calls when applicable.
- Assisted in monitoring status of accounts receivable to facilitate prompt processing by posting incoming payments as well as running monthly statements.
- Processed payoff checks in a timely manner.
- Updated financial journals as assigned.
- Heavy data entry.

beginners. Studied HTML, CSS, Javascript, and popular coding technologies.

#### **Post University**

Waterbury, CT

No Degree: Bachelor of Science in Marketing

60 credits earned with 3.9 GPA