

Jennifer Plaza

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Summary

A new Full Sail graduate with an undergraduate degree in Web Design & Development. I have currently taken several courses on semantic design in front end web development, to learn how to enhance user interaction. I am eager to put what I've learned into practice. I look forward to using these skills to analyze, enhance your website, and meet your future goals.

To read more about me, checkout my portfolio <https://jenplaza.github.io/jennplaza/>

Experience

Workforce Coordinator at National Restaurant Association

February 2017 - Mar 2018

IT Implementation and Support Coordinator at AHLEI - American Hotel & Lodging Educational Institute

January 2013 - January 2017 (4 years 1 month)

- Fast learner with the ability to plan ahead and proactively provide solutions for solving problems. Very optimistic and able to work individually and in a team setting.
- Manage all Distance Learning student accounts, proximately 1400 active accounts. Research and resolve student issues/problems with online learning platform, enrollments, activity status, re-enrollments, retakes, program/ diplomas certificates.
- Accounting support for accounts receivables, payables, & expense reporting.
- Supports four online learning platforms to improve helpdesk content delivery.
- Trains department employees.
- Proficient in maintaining website content, using Ektron (content management system) for www.ahlei.org.
- Streamlines, resolves, and implements operational procedures to ensure operational performance.
- Knowledgeable in establishing workflow processes to facilitate operational procedures.

Marketing Coordinator at American Hotel & Lodging Educational Institute

January 2010 - December 2012 (3 years)

- Achieved budget goal by establishing cost- saving purchases and booth rentals with AHLEI's vendors.
- Streamlined processes to improve tradeshow booth scheduling, rental, and/or purchases to meet vendor and conference requirements.
- Enhanced communications processes with sales managers and coordinators to purchase tradeshow giveaways.
- Supported quality control for marketing collateral.
- Maintained files with all marketing collateral, newspaper ads, email marketing, tradeshow collaterals, and tradeshow pictures.

Certification Agent at American Hotel & Lodging Educational Institute

October 2006 - December 2009 (3 years 3 months)

- Enhanced customer communications by managing productivity & quality experience of AHLEI's Professional Certifications & Re-certifications for all military, Royal Caribbean, security & line-level accounts.
- Maintained certification quality by reviewing, processing, & billing applications, scoring & certifying exams.

Education

Full Sail University

- **Web Design & Development (BS)**, Nov 2017 – Nov 2020
- **Internet Marketing**, Mar 2017 – Nov 2017

Miami Dade Community College

- **Associate of Arts (AA)**, 1997 – 1999

Awards and Societies:

- Advanced Achievement Award, Nov 24, 2020
- Phi Theta Kappa, 1998 - 1999

Skills

- Well-versed in both English & Spanish
 - Efficient time management skills
 - Disciplined and well organized
 - Proficient in Microsoft Office
 - Efficient in Git/ Version Control
 - Efficient in Adobe XD
 - Efficient in coding Html, CSS, JavaScript
 - Knowledgeable in coding C#
 - Efficient in Bootstrap, React, and Express frameworks
 - Knowledgeable in Photoshop, InDesign
 - Knowledgeable in WordPress
 - Knowledgeable in using Sequel Pro, MySQL Workbench
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Front-End Web Developer

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