

JESSICA LANE

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SKILLS

- ❖ Organization
- ❖ Attention to Detail
- ❖ Leadership Experience
- ❖ Communication
- ❖ Collaboration
- ❖ Multitasking
- ❖ Quick Learner
- ❖ Self-motivation
- ❖ Adaptable
- ❖ People Skills
- ❖ Creativity
- ❖ Work Ethic

PROGRAMMING

- ❖ HTML / CSS
- ❖ Javascript
- ❖ MySQL
- ❖ Git
- ❖ APIs
- ❖ Node
- ❖ Sequelize
- ❖ Express
- ❖ Handlebars
- ❖ Bootstrap

EDUCATION

- ❖ **Box Elder High School**
Brigham City, UT 84302
Graduated June 2007
- ❖ **U of U Coding Bootcamp**
Remote, Full Stack Development
To Graduate November 2022

WORK HISTORY

❖ **Team Leader/Supervisor - Iron Gate Catering**

Brigham City, UT - November 2018 to February 2022

- Oversee staff working an event
- Create lists of necessary equipment
- Load vehicles and transport staff / equipment
- Primary contact between clients and company during event

❖ **Front Desk Receptionist - Holiday Inn Express**

Brigham City, UT - May 2018 to September 2018

- Keep work area clean
- Assist guests with room service, moving, and cleaning
- Check in guests for the evening
- Manage reservations for the following day
- Contact guests who didn't arrive

❖ **Fraud and Billing Dispute Agent - ACT (Bank of America)**

Logan, UT - January 2018 to May 2018

- Review account history with clients
- Collect details about fraud claims, and billing disputes
- File details regarding the event for the correct internal department
- Note the account regarding the call
- Reassure the client about the process, and what to expect

❖ **Production Associate - Autoliv**

Brigham City, UT - November 2013 to January 2018

- Operate and maintain manual or fully automated lines
- Inspect airbag inflators for damage or defects
- Report any damage found and scrap product
- Clean and perform basic maintenance on machines
- Report details of errors to maintenance for larger issues
- Offer suggestions on ways to improve the process to management

❖ **Server - Olive Garden**

Ogden, UT - April 2012 to October 2013

- Greet customers
- Serve as an intermediary between customers and the rest of staff
- Deliver the expected product
- Create an enjoyable experience

❖ **Crew Member - Subway**

Brigham City, UT - September 2012 to April 2013

- Prepare ingredients for the day
- Bake bread and cookies throughout shift
- Prep dough for the following day
- Greet customers and manage their experience

❖ **Tech Support Agent - Convergys (Xfinity)**

Logan, UT - January 2012 to September 2012

- Greet customers and set expectations for the call
- Collect information regarding the problem
- Research information about outages or errors in our system
- Report details of what was found and note the profile
- Walk customer through steps to troubleshoot
- Request a technician visit for larger errors