

Jessica Morales-Deleon

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EDUCATION

Emory University, Full Stack Academy | Web Development | Grade: 90%

Sep. 2024

- Graduated from an immersive coding program focusing on front-end and back-end web development and collaborated on various projects to create full-stack applications with a focus on user experience and functionality

Georgia State University | Atlanta, GA

Bachelor of Computer in Science | GPA: 3.3

Dec. 2022

Relevant Courses: Data Structures, System Programming, Operating Systems, Computer Networking, Mobile Computation Wireless Network, Design and Analysis Algorithms, Web Programming, Information Systems

TECHNICAL PROJECTS

Busqueda de Casa | Developer | Sep. 2024 | busquedadecasa.netlify.app

Developed a full-stack property search website with dynamic filtering and user authentication. The platform allows users to create an account, log in, and save favorite properties for personalized access.

- Built a responsive frontend, integrating dynamic components for product sorting, filtering and favorite management
- Created API routes to handle product-related actions, ensure communication between the frontend and backend
- Managed version control and maintaining a clean and organized repository for code review and deployment

Book Fair Website | Developer | June 2024 | bookfair.netlify.app

Designed and implemented the user login and authentication system, ensuring secure and streamlined access to user accounts.

- Created an e-commerce website using Visual Studio, Terminal, and APIs, compatible across all device types
- Programmed secure payment processes for the checkout workflow to ensure proper handling of sensitive information such as payment while meeting the regulatory compliance and standards within the industry
- Utilized React for building dynamic front-end and redux for managing global state, including handling cart persistence and user actions across different pages and sessions

WORK EXPERIENCE

Apple Inc.

Aug. 2023 – Present

Technical Specialist | Dunwoody, GA

- Provide efficient technical support to 25 customers daily, troubleshooting hardware and software issues using SQL and remote tools like Mobile Genius, improving customer satisfaction by ensuring timely and effective resolutions.
- Manage technology and security issues by documenting and tracking solutions using the internal ticketing system
- Increased customer satisfaction by 70% by diagnosing and resolving complex technical issues, ensuring efficient and satisfactory solutions.

Apple Inc.

Aug. 2022 – Aug. 2023

Specialist | Dunwoody, GA

- Achieved the #2 ranking in the sales market, outperforming full-time professionals and experts while working as a part-timer.
- Collected and analyzed data from multiple store locations to enhance customer interactions, resulting in exceeding sales targets by 80%.
- Trained and mentored 7 employees on product knowledge and technological advancements, improving team performance and product understanding, contributing to increased sales.

metro by T-mobile

Oct. 2015 – May 2022

Manager | Atlanta, GA

- Managed a team of 4 sales associates, driving a 25% increase in monthly profit by implementing effective sales strategies and coaching.
- Specialized in product sales, leading the team to consistently exceed targets, increasing product sales by 30% quarter-over-quarter.
- Optimized store operations, resulting in a 20% boost in efficiency, which contributed to higher customer retention and repeat purchases.

RELEVANT SKILLS

Languages: JavaScript, Python, Java, HTML, CSS, React.js, SQL, Swift, R, TypeScript, C

Technologies: Git, Github, PostgreSQL, Visual Studio, Xcode, Terminal and Postman, REST APIs, Node.js, Excel

Skills & Certifications: Meta iOS Developer, Python 3 Programming Specialization, Spanish, Debugging, Distributed Systems