Jessica Morales-Deleon

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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, Technical Documentation, Debugging, Networking, TCP/IP, Control Systems, Spanish(bilingual)

TECHNICAL PROJECTS

Busqueda de Casa | Developer | Sep. 2024 | [busquedadecasa.netify.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.netify.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. | *Technical Specialist*   *Aug. 2023 - Present*
● 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
● Improved customer satisfaction by 70% through efficient problem diagnosis and resolution
● Created technical documentation for products, providing clear instructions and troubleshooting processes

Apple Inc. | *Specialist*   Aug. 2022 – Aug. 2023
● Achieved #2 ranking in sales, outperforming full-time professionals while working part-time
● Collected and analyzed sales data from multiple store locations, resulting in a 80% increase in sales target achievement
● Developed documentation highlighting product features to improve sales efficiency and enhance customer engagement

metro by T-mobile | *Manager*   Oct. 2015 – May 2022
● Managed a team of 4 sales associates, driving a 25% increase in monthly profit effective coaching and strategies
● Specialized in product sales, achieving consistent 30% quarter-over-quarter growth
● Optimized store operations, boosting efficiency by 20%, resulting in higher customer retention and repeat purchases
● Developed product documentation and identified strategies to improve profits through operational improvements and customer engagement

EDUCATION

Emory University, Full Stack Academy | Web Development   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 | Bachelor of Computer in Science   Dec. 2022
Relevant Courses: Data Structures, System Programming, Operating Systems, Computer Networking, Mobile Computation Wireless Network, Design and Analysis Algorithms, Web Programming, Information Systems, Computing Information System