Julia Johnson

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Currently enrolled in a Full Stack Web Development Coding Boot Camp from the University of North Carolina Chapel Hill. Strategic thinker and innovative problem-solver who is passionate about learning new technologies and processes to be an active, contributive team member. Strengths in creativity, teamwork, and building projects from ideation to execution.

TECHNICAL QUALIFICATIONS

Technical Skills:
- JavaScript, CSS, HTML5, SQL, MySQL, Express, Node, jQuery, Bootstrap, Handlebars, MongoDB, React

Software Experience:
- Visual Studio, SequelPro, GitHub, GitLab, Bash, Jira, Confluence, Microsoft Suite, G Suite, Salesforce

WORK EXPERIENCE

Adwerx   **Durham, NC**

Internal Operations Specialist (March 2022 - Current)
- Operates in a team of 2, responsible for triaging and troubleshooting technical issues for both large and small partner contracts ranging in a total aggregate of at least $2 million.
- Tasked with creating and updating partner portals which incorporates the building of ad templates using HTML and CSS, performing query searches to properly set up automation feeds, CRM Integrations, and set up various types of ad automation per partner request
- Collaborate with Technical Success Engineers to setup SSO (Okta/SAML), UTM parameters on partner portals and help partners utilize the Adwerx API
- Share knowledge for relevant technical areas at an applicable level of depth and detail within various client facing departments to provide all-around higher level of customer satisfaction
- Assisting with the migration of legacy deployment to newer technologies across select partner portals amassing over 250 individual partners

Customer Success Representative (October 2021 - March 2022)
- Provided timely responses to emails and phone calls in addition to addressing any concerns or questions that arose during interactions with customers
- Diligently followed up with customers on complex technical issues preventing their ad campaigns from running
- Collaborated with the Internal Operations department to gain knowledge on recurring issues and how to solve them on my own
- Documented all interactions via Salesforce with customers to provide seamless customer experience when they reach out in the future
- Worked closely with multiple departments to ensure customer satisfaction

Sales Development Representative (Feb 2021 - Oct 2021)
- Responsible for scheduling demonstrations with individual offices of our larger partnerships
- Created multiple scripts and reference notes to help produce more demo bookings within department
- Met with top-producing Account Executives and Sales Managers on a monthly basis to strategize best ways to improve performance and processes
- Consistently achieve goals quota that are set on monthly basis
- Prospected various industry verticals to gauge response on new ad products

REVGEN *(external SDR contract for Adwerx)*   **Raleigh, NC**
Sales Development Representative (Nov 2020 - Feb 2021)
- Executed a minimum of 105 cold calls per day prospecting new leads to qualify for a product demonstration set up with an Account Executive at Adwerx.
- Consistently exceed minimum monthly goals of 16 demonstrations performed.
- Document all lead information into Salesforce.com CRM for proper follow ups.
- Collaborate with team members and managers to improve phone calls and provide strategies to lead the team to success by hitting monthly goals.
- Complete REVGEN's sales training program.

eXp Realty   **Montclair, NJ**
Real Estate Agent (May 2018 - June 2020)
- Managed appointments to show homes to prospective buyers, as well as prepared legal documents such as loyalty contracts, purchase agreements, deeds and leases
- Accompany clients during visits and inspections of properties advising them along the way the suitability and pricing based upon current market conditions.
- Educate buyers and sellers about all aspects of the housing market and property sales process
- Develop positive relationships with clients by staying up-to-date on individual needs, market trends and contract negotiations to carefully answer questions

CURRENT PROJECT

Brews n' Chews | [GitHub Repo Link](#) | [Deployed URL Link](#)
- Summary: An application that finds local breweries and restaurants based on user designated cities that are within close proximity for user convenience
- Role: Contributor
- Tools: HTML, CSS, JavaScript, API, Heroku, Bootstrap
- This project was built with a team of 5 as a school project to practice putting various APIs together, dealing with heroku workarounds and having it all work. It is a project that I look forward to continually improving both functionally and visually

EDUCATION

Certificate in Full Stack Web Development
University of North Carolina at Chapel Hill   **Chapel Hill, NC**
Expected Graduation: March 2023

Bachelor of Science in Business Management
Johnson and Wales University   **Providence, RI**