**Jo Anna Mollman**

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**Front-End Developer | Full-Stack Developer | Web Developer | Computer Programmer**

**Software Development**

Performance-driven and motivated **Front-End Web Developer**.Capable of participating in all phases of software development. I have determination and drive to create quality products that will solve problems and help others. I’m a team player who enjoys working with others and can also work independently.

**Education and Licensure**

**Full Stack Developer Certification,** Kenzie Academy/Butler University Executive Program (10/2020)

**Front-End Certificate,** Kenzie Academy (4/2020)

**High School Diploma,** Western High School

*Skills: HTML | CSS | SQL | React | Redux | Python | Django*

*PostgreSQL | JavaScript | APIs | Git | Agile | Node.js*

**Academic and Project Summary**

* *Completed relevant software engineering, project-based coursework, including: Frontend Q1 HTML/CSS/JavaScript,*

*Frontend Q2 React/Redux, Backend Q3 Python, Backend Q4 Django, PostgreSQL, SQL.*

* *Projects (JavaScript/HTML/CSS) Tribute Page, Tower of Hanoi, Tic Tac Toe.*
* *Projects (React/Node) Photos from Here, Kwitter, SportsLab, Jeopardy.*
* *Projects (Python) BackendISS Location, Backend Baby Names, Backend Word Count*
* *Projects (Django/Python) Bug Tracker, Modern Village, Recipe Box, TwitterClone.*

**Career History**

**Remote Customer Service Specialist (Contract) | Aspira Connect | Dallas, TX** 2019-2019

* Cultivated positive customer relationships to create an unparalleled guest experience.
* Provided and created an environment of excellent customer service to customers.
* Managed customer accounts effectively with pragmatism to build long-term success.

**Volunteer/Counselor | Various Non-Profit Agencies (Food Bank/Homeless Shelters) | Various locations 2000-2015**

* Served as a multi-faceted volunteer and counselor while managing the household and raising a family.
* Supported non-profit initiatives by counseling victims, conducting function planning, delivering white-glove hospitality, feeding large groups, and helping homeless people with procuring essential goods.

**Remote Technical Support Specialist, Pearson | Sykes | Denver, CO** 2014-2015

* Assisted students in fixing technology difficulties. Gaining access to software, and ability to use it.
* Drove customer follow-up during and post-resolution to ensure optimal customer service for the Pearson software product.
* Supported customers with clearing cache, resetting passwords, and diagnosing/resolving problems.
* Mitigated regulatory risks by ensuring conformance with IT and departmental established procedural guidelines.
* Counseled clients and identified IT needs to deliver relevant service solutions.

**Marketable Skills**

Strong work ethic Self-motivated Drive to succeed

Passion for learning Effective communicator Takes direction & criticism well

Adaptable Excellent Customer relationships Reliable