Jacqueline Xu
Front End Developer

Contact

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Located: New York/New Jersey

GitHub: github.com/jqjacq

Summary

Versatile self-taught front-end developer with experience in multiple industries, such as education, hospitality, law, and administration. Proficient in HTML, CSS, and JavaScript. Committed to continuous learning and improvement in building responsive and user-friendly websites, with a focus on delivering high-quality code.

Skills

Skill	Level
HTML	■■■■■
CSS	■■■■■
JavaScript	■■■■□
React	■■■□□
Bootstrap	■■■■■
SASS	■■■■■
Material UI	■■■■□
Responsive Designs	■■■■■
Microsoft Office	■■■■■
NodeJS	■■■■□
Git	■■■■■

Education

City College of New York
02/2017
Bachelor of Arts in Psychology

Projects

Project# 1: E-commerce Website: JQ's Tea and Coffee
- Developed a e-commerce website using HTML, CSS, JavaScript, Bootstrap, SASS, React, and MaterialUI
- Handle connecting data to components through props, maps, and routing.
- React state to change/update cover image, cart items, and store contact info.

Project #2: Dictionary Word Search
- Developed with Vanilla JavaScript to retrieve data from a public API.
- Data is retrieved using mapping, forEach method, fetch, promise, and async-await.
- Error handling using try-catch.

Project #3: Habit Hamster
- Developing a web and mobile app for keeping track of habits with React and Material UI.
- Striving to make this project compatible with multiple platforms: websites, mobile, and smartwatches.
- Ongoing team project to create user experience design.

Work Experience

Customer Service Specialist, New York, NY   05/2019 – 08/2021
National Grid
- Managed over 30-80 inbound customer calls per day efficiently, effectively, calmly, and courteously in a fast-paced call center environment.
- Verified customer information and processed payments, field orders, move-in, move-out, emergency service orders, disconnects/connects, agreements, meter changes, appointments, deposits, refunds, and reports that are monitored through the customer service management system and databases using the internal system: CRIS, CFE, and AIM.
- Resolved customer's billing complaints or discrepancies by analyzing bills, explaining bills, disputing investigations, issuing reimbursement, adjusting bills, rescheduling appointments, and reissuing bills

Teaching Coach & Office Manager, New York, NY   04/2019 – 03/2020
Leap Education
- Prepared, graded, and taught elementary students for the statewide test.
- Maintained and managed attendance, assigned works, and organized office functions for the first-graders to eighth-graders and distributed assignments to coaches

Administrative Coordinator, Tokyo, Japan   11/2017 – 12/2017
3Q Showa Guest House
- Processed guest transactions and provided hospitality services such as housekeeping and maintaining the shared area.