

# Jacqueline Xu

## Front End Developer

### Contact

**Email:** xujacque@gmail.com  
**GitHub:** github.com/jqjacq  
**Website:** https://jqjacq.github.io/  
**Located:** New York/New Jersey

### 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 staying up-to-date with current technology, such as ChatGPT, continuous learning, and improvement in building responsive and user-friendly websites.

### Skills

HTML	■■■■■
CSS	■■■■■
JavaScript	■■■■□
React	■■■□□
Bootstrap	■■■■■
SASS	■■■■■
Material UI	■■■■□
Microsoft Office	■■■■■
NodeJS	■■■□□
Git	■■■□□
Python	■□□□□
C#	■□□□□
Vue	■□□□□

### 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: Random Joke Generator

- Developed a random joke generator with questions and answers with Vanilla JavaScript to retrieve data from a public API.
- Data is retrieved using an object-oriented programming class constructor, async-await, event listener, and DOM manipulation.

### Work Experience

#### Customer Service Specialist

National Grid

New York, NY

05/2019 – 08/2021

- 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, AIM, and Cisco Finesse.
- 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

Leap Education

New York, NY

04/2019 – 03/2020

- Prepared, graded, and taught elementary students for the statewide test.
- Managed attendance, assigned work, organized office functions for the first-graders to eighth-graders, and distributed assignments to coaches.