Jule Berry
Front-End Software Engineer
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With a solid foundation in various areas of customer service, along with problem-solving ability and attention to detail, I bring a unique perspective and many transferable skills. Seeking an entry-level software engineering role where I can apply my technical skills, collaborate with talented teams, and continuously evolve as a software engineer.

WORK EXPERIENCE

Magnolia's Natural Nail Care Clinic   Sterling, VA
Specializes in natural nail care for all with a unique, team-based servicing approach.

Nail Technician   January 2017 - Present
- Teaching clients tips to take care of their nails in between appointments to assist with restoring damaged nails resulting in a 25% increase in return clientele.
- Always remaining positive and empathetic to clients who are overdue for services.
- Translate nail concepts into language that everyday customers can understand.

Omni Interactions   Colorado (Remote)
Outsource company for remote call center, customer service, and sales support roles.

Learning Experience Guide   February 2021 - February 2022
- Mentored new hires with sharing best practices and coaching with a positive approach to decrease employee turnover by 25%.
- Resolved complex, high value inquiries often requiring research to determine appropriate course of action based on customer account history and previous communications.
- Managed multiple accounts to serve as liaison for technical support to customers.

Member Services Representative   October 2020 - February 2021
- Maintained resolution of 125% tickets completed per hour along with at least a 95% Customer Satisfaction score.
- Resolved inquiries as Tier 1 Support for a SaaS client in multiple ZenDesk ticketing queues by deciphering customers' requests, questions, concerns, and seeking the best Knowledge Base resources.
- Educated customers on company policies while being empathetic and mindful of written voice and providing exceptions when allowed.

Red River Technology   Washington, DC
Desktop Support Engineer   February 2021 - March 2021
- Contracted to assist with short-term project recovering workstations affected by ransomware.
- Configured Windows 10 workstations according to departmental needs after troubleshooting devices to determine the appropriate course of action.

CERTIFICATIONS

Full-Stack Software Engineering (2022), *Per Scholas*
- Curriculum: HTML, CSS, JavaScript, MERN, OOP, APIs, Version Control, SDLC

Responsive Web Design (2022), *freeCodeCamp*

ADDITIONAL INFORMATION

Skills, Languages, and Tools: HTML, CSS, JavaScript, ReactJs, NodeJs, MongoDB, NPM, Git, Git Bash, Hyper, GitHub, Trello, Visual Studio Code, ZenDesk, Microsoft Windows, Google Suite