

JULE BERRY

SOFTWARE ENGINEER

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With a strong foundation in customer service and problem-solving, I am excited to leverage my diverse background and strong work ethic to make meaningful contributions to a dynamic organization. I am confident in my ability to collaborate with cross-functional teams to develop innovative solutions and work to deliver high-quality code.

SKILLS

Soft: Adaptable, coachable, “lifelong techie”, detail-oriented, empathetic, problem-solver

Technical: CSS, Express, HTML, JavaScript, Mongoose, MongoDB Atlas, NodeJs, ReactJs, Version Control

EXPERIENCE

Red River, Washington, DC

February 2021 - March 2021

Desktop Support Engineer (Short Term Contract)

- Installed and configured hardware and software on Windows 10 workstations according to departmental requirements.
- Resolved connectivity issues with peripherals and printers by installing drivers and ensuring correct network settings.
- Escalated complex issues to senior support staff and followed up on further resolution.

Magnolia’s Natural Nail Care Clinic, Virginia

January 2017 - Present

Licensed Nail Technician

- Consult with an average of 25 clients per day to determine nail health goals and recommend products for at-home care resulting in a 20% increase in product sales.
- Translate complex nail concepts into language that everyday customers can understand.
- Train new nail technician apprentices on salon services by showcasing multiple techniques.

OMNI Interactions, Colorado (Remote)

October 2020 – February 2022

Member Services Representative

- Assisted customers of an eCommerce SaaS company by troubleshooting company website functionality and mobile application concerns via Zendesk tickets.
- Resolved customer concerns with account log-in concerns, password resets, and processed refunds in accordance with company SOPs and exceeded the required ticket close rate by 30%.
- Showcased top-tier customer service with consistent 98%+ customer satisfaction survey scores.
- Mentored new hires with sharing best practices and coaching with a positive corrective approach to errors to decrease employee turnover by 25%.

EDUCATION

Per Scholas, Washington, DC

June 2022 - November 2022

Coursework: Full-Stack Software Engineering - JavaScript, HTML/CSS, OOP, REST APIs, MERN