Joy Meredith
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Objective

Seeking full-stack web developer role. Aptitude for learning and propensity for attention to detail and organization. Demonstrated excellence in problem solving, analytical thinking, communication, and team collaboration. 7+ professional experience in maintaining sensitive and usable data. My technical aptitude and communication skills make me a strong addition to any development team. Currently attending Full Stack Web Development Bootcamp.

Education

University of Connecticut, School of Engineering	*Expected Graduation 2021*
Certificate, Full Stack Web Development	
Southern New Hampshire University	*Expected Graduation 2022*
Master of Science in Information Technology	
University of Massachusetts Amherst	*Graduation 2010*
Bachelor of Science. **Major:** Economics **Minor:** Information Technology	

Experience

Mount Holyoke College	***South Hadley, MA***
Alumnae Association: Assistant Director of Alumnae Information Services	*Aug 2015-Present*

- Oversee maintenance of alumnae data, identifying techniques to maximize accuracy while supporting the goals and business objectives of volunteers and constituents
- Evaluate, recommend, and implement policies and technology solutions to streamline workflow and meet business needs
- Identify, troubleshoot, and resolve issues with online directory, database, and reporting tools
- Monitor and coordinate workflow of information requests using Microsoft Access, SQL, Informer, and Ellucian Colleague to produce reports, while protecting sensitive information
- Collaborate with multiple departments on data management and enhancement projects
- Develop and distribute records and reports on alumnae metrics to support management decision making and marketing functions
- Design and maintain documentation of operational business procedures, workflows, and business decisions for staff training and reference
- Supervision and training of data entry staff

Mount Holyoke College	
Alumnae Association: Data Specialist	*Dec 2013-Aug 2015*

- Maintain accurate records for over 40,000 constituents
- Regularly review data for accuracy and completeness
- Research and validate biographical and other data collected from various sources
- Generate reports and other files in a timely and efficient manner, while in accordance with institutional and regulatory privacy policies

Catuogno Court Reporting & StenTel Transcription	***Springfield, MA***
Transcriptionist	*Oct 2014-Sept 2015*

- Verbatim transcription of audio responses including criminal investigations, witness statements, and other legal recordings
- Detail oriented, meticulous, and good ear for language

Bank of America	***East Longmeadow, MA***
Sales & Service Specialist	*Feb 2012-Dec 2013*

- Process financial transactions with accuracy and efficiency

- Verify and maintain accurate records in accordance with operational procedures
- Adhere to all corporate, state, and federal regulations to minimize risk and protect highly confidential information
- Resolve complex service issues within specified deadlines to guarantee customer satisfaction
- Provide quality customer service to establish and/or deepen customer relationships

Abercrombie & Fitch   *Holyoke, MA*
Store Manager   *Aug 2011-Feb 2012*
- Responsible for meeting and exceeding daily sales goals
- Schedule and manage daily, weekly, and monthly budgeted hours
- Audit and organize sales floor and stockroom
- Handle and resolve tough customer service situations
- Recruit, hire, and train 40+ associates
- Develop and coach assistant managers
- Accomplishment: Reduced store shrink rate by -56% between October 2010-October 2011

Abercrombie & Fitch
Assistant Manger   *May 2010-Aug 2011*
- Followe detailed multi-step process for re-organizing merchandise during floorsets
- Set time specific goals for associates and self
- Resolve all issues with register transactions

Technical Skills
- Programming: HTML, JavaScript, jQuery, CSS, Node JS, ES6, SQL, Java
- Databases and reporting tools: Ellucian Colleague, Informer, Business Objects
- Microsoft Office (Excel, Word, Access)
- Other community platforms: iModules, People Grove
- Typing speed: 80 words per minute