

Joy Meredith

jxleilani@gmail.com

Objective

Seeking full-stack web developer role. Aptitude for learning and a propensity for attention to detail and organization. Excellence in problem solving, analytical thinking, communication, and customer service. Currently attending Full Stack Web Development Bootcamp.

Education

University of Massachusetts Amherst

Graduation 2010

Bachelor of Science. **Major:** Economics **Minor:** Information Technology

Southern New Hampshire University

Expected Graduation 2022

Master of Science in Information Technology

University of Connecticut, School of Engineering

Expected Graduation 2021

Certificate, Full Stack Web Development

Experience

Mount Holyoke College

South Hadley, MA

Alumnae Association: Assistant Director of Alumnae Information Services

Aug 2015-Present

- Oversee daily maintenance of all 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 Association metrics to support management decision making and marketing functions
- Design and maintain documentation of operational business procedures, workflow, and business decisions for staff training and reference

Mount Holyoke College

Alumnae Association: Data Specialist

Dec 2013-Aug 2015

- Maintain accurate records for over 59,000 alumnae
- Regularly review alumnae data for accuracy and completeness
- Research and validate biographical and other data collected from various sources
- Generate reports, contact lists, and other files in a timely and efficient manner and in accordance with the Association and Institutional privacy policies
- Supervision and training of student workers

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
- Protect and preserve 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

Technical Skills

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