

Joy Meredith

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GitHub: github.com/jxleilani

SUMMARY

Full stack developer with an eye for design. Technical aptitude and propensity for learning, attention to detail, and organization. 7+ years of professional experience demonstrating innovative thinking, creative utilization of resources to solve problems, analytical thinking, and customer service. Excellent communication skills and proven ability to cultivate strong business relationships and communicate effectively.

TECHNICAL SKILLS

- HTML, CSS, JavaScript, jQuery, Node, SQL, Java
- Experience in accessing, retrieving, and creating RESTful APIs
- Familiarity with Git and version control systems
- Understanding of automated testing, test driven development, and experience using Jest
- Database management and reporting: MySQL, SQL Server, Informer, Business Objects
- Microsoft Office (Excel, Word, Access)
- 90 words per minute

EDUCATION

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

EXPERIENCE

Mount Holyoke College	South Hadley, MA
<u>Assistant Director, Alumnae Development & Data Services</u>	<u>Aug 2015-Present</u>
<ul style="list-style-type: none">▪ Evaluates, recommends, and implements policies and technology solutions to streamline workflow and meet business needs.▪ Proactively identifies and resolves issues within databases and reporting tools, using troubleshooting and testing methods.▪ Designs and maintains documentation of operational business procedures, workflows, and business decisions in a clear and easy to follow manner, to be used for staff training and reference. Created a google site to house these documents.▪ Integrates with administrative computing group responsible for implementing usage of RESTful APIs for multiple data platforms.▪ Collaborates with multiple departments on data enhancement projects, participating actively in discussions, and functioning as area business expert for decision making.▪ Translates business needs from front-end users to technical specifications required from back-end technical staff.▪ Designed and implemented self-service reporting solutions for consuming constituent data, reducing monthly workload by 20%.▪ Identifies techniques to maximize accuracy of data while supporting business objectives.▪ Coordinates workflow for developing and distributing reports and metrics to support management decision making and marketing functions while meeting tight deadlines. Supervision and training of data entry staff (2 FTE).	

Mount Holyoke CollegeData Specialist, Alumnae AssociationDec 2013-Aug 2015

- Ability to work independently in a face-paced environment while prioritizing projects in order to meet goals and deadlines.
- Maintained accurate records for over 40,000 constituents.
- Regularly reviewed data for accuracy and completeness.
- Researched and validated biographical and other data collected from various sources.
- Generated reports and other files in a timely and efficient manner, while protecting sensitive information in accordance with institutional and regulatory privacy policies.

Catuogno Court Reporting & StenTel Transcription**Springfield, MA**TranscriptionistOct 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 SpecialistFeb 2012-Dec 2013

- Processed financial transactions with accuracy and efficiency, in accordance with operational procedures.
- Audited and reviewed documents and filings for accuracy and completeness.
- Adhered to all corporate, state, and federal regulations to minimize risk and protect highly confidential information.
- Resolved complex issues within specified deadlines to guarantee customer satisfaction.
- Provided quality customer service to establish and/or deepen customer relationships.

Abercrombie & Fitch**Holyoke, MA**Store ManagerAug 2011-Feb 2012

- Responsible for meeting and exceeding daily sales goals.
- Scheduled and managed daily, weekly, and monthly budgeted hours.
- Handled and resolved complex customer service situations.
- Recruited, hired, and trained 40+ associates.
- Developed and coached assistant managers (3 FTE).
- Accomplishment: Reduced store shrink rate by -56% between October 2010-October 2011.

Abercrombie & FitchAssistant ManagerMay 2010-Aug 2011

- Audited and organized sales floor and stockroom.
- Followed detailed multi-step process for re-organizing merchandise during floorsets.
- Set time specific goals for associates and self.
- Resolved all service issues with register transactions.