

Joy Meredith

jxleilani@gmail.com

GitHub: [jxleilani](https://github.com/jxleilani) | Portfolio: jxleilani.github.io

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

Certificate, Full Stack Web Development

Expected Graduation 2021

Southern New Hampshire University

Master of Science in Information Technology

Expected Graduation 2022

University of Massachusetts Amherst

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

Graduation 2010

Experience

Mount Holyoke College

Alumnae Association: Assistant Director of Alumnae Information Services

South Hadley, MA

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

Transcriptionist

Springfield, MA

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

Sales & Service Specialist

East Longmeadow, MA

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

Store Manager

Holyoke, MA

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 Manager

May 2010-Aug 2011

- Followed 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