

# Joy Meredith

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## SUMMARY

Full-stack developer with an eye for design. Technical aptitude and propensity for learning, attention to detail, and organization. Excellent communication skills and proven ability to develop strong business relationships and communicate effectively across a broad range of technical backgrounds. 7+ years of professional experience demonstrating innovative thinking, clever utilization of resources to solve problems, analytical thinking, communication, and team collaboration.

## TECHNICAL SKILLS

- HTML, CSS, JavaScript, jQuery, Node, Java, APIs
- Database management and reporting: MySQL, SQL Server, Informer, Business Objects
- Microsoft Office (Excel, Word, Access)
- 90 words per minute

## EDUCATION

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

## EXPERIENCE

<b>Mount Holyoke College</b> <u>Assistant Director, Alumnae Development &amp; Data Services</u>	<b>South Hadley, MA</b> <u>Aug 2015-Present</u>
<ul style="list-style-type: none"><li>▪ Evaluate, recommend, and implement policies and technology solutions to streamline workflow and meet business needs</li><li>▪ Proactively identify, troubleshoot, and resolve issues within databases and reporting tools</li><li>▪ Design and maintain 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</li><li>▪ Integrate with administrative computing group responsible for implementing usage of RESTful APIs for multiple data platforms</li><li>▪ Collaborate with multiple departments on data enhancement projects; participating actively in discussions, and functioning as department business expert for decision making</li><li>▪ Translate business needs from front-end user staff to technical specifications required from back-end technical staff</li><li>▪ Design and implement self-service solutions for consuming constituent data</li><li>▪ Oversee maintenance of alumnae data, identifying techniques to maximize accuracy while supporting business goals and objectives</li><li>▪ Coordinate workflow for developing and distributing reports and metrics to support management decision making and marketing functions while meeting tight deadlines</li><li>▪ Supervision and training of data entry staff (2 FTE)</li></ul>	

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

- 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****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**

- Processed financial transactions with accuracy and efficiency, in accordance with operational procedures
- Adhered to all corporate, state, and federal regulations to minimize risk and protect highly confidential information
- Resolved complex service issues within specified deadlines to guarantee customer satisfaction
- Provided 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
- Scheduled and managed daily, weekly, and monthly budgeted hours
- Audited and organized sales floor and stockroom
- 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 & 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
- Resolved all service issues with register transactions