

K'trina Apodaca

Centennial, Colorado

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CAREER OBJECTIVE

I am a recent graduate from a Full Stack Bootcamp at the University of Denver with fundamental knowledge of software development. I am seeking an entry level Software Engineer position to improve the acquired skills obtained from bootcamp and gain new expertise. I am willing to take on new challenges and learn as much as I can to be an incredible asset. With that being said I can assure I am highly adaptable to change and aim to take as many chances as possible.

PROJECT EXPERIENCE

Git Outside

Full Stack Bootcamp , University of Denver

- Designed to allow users to create accounts to post hidden gems/campsites and share memories. Used: HTML5, CSS, Bootswatch, NodeJs, MySQL2, Handlebars, Cloudinary, ExpressJs and Jawsdb

Event Planner Website

- This is a personal website in the making. It is designed to show off the client's event planning services. Used: React, HTML5, Bootswatch

Very Good Dogs Club

Full Stack Bootcamp , University of Denver

- A blog designed in the eyes of a dog. Users can create an account to share their life moments with their dogs to other dog lovers. Used: React, HTML5, Bootstrap, ExpressJs, NodeJs

Brewing Crypto

Full Stack Bootcamp , University of Denver

- A site designed to bring crypto and beer together by allowing users to learn more about crypto and find a fun local bar near them. Used: HTML Jquery, Bootstrap

WORK EXPERIENCE

24-7 Intouch - Quality Insight/Assurance Agent For Fraud Department

May 2019 - July 2020

- Delivered updates on rapid changes made for specific work types to keep CSR Agents informed and supported through email
- Upheld daily quota in terms of grading tickets
- Provided one on one time with Agents with general questions about work types and or workflows
- Assembled Quarterly Insight reports for Management Business Reviews for all agents new or tenured

CERTIFICATES

Denver University, Denver CO —
Fullstack Coding Bootcamp

July 19th 2021 - October, 11th 2021

EDUCATION

Community College of Aurora,
Aurora, CO — Associate's

October 2015- 2018

Associate's Degree in English

Cherokee Trail High School,
Aurora, CO — High School
Diploma

August-2012 - May-2014

SKILLS

Asana, NICE, Excel, Google Docs, Slack, Banana phone, VCC, Citrix, Tableau and Powerpoint.

HTML, CSS, JavaScript, NodeJS, Web API's, ExpressJS, MySql, Bootstrap, Bootswatch, E-commerce, React, MERN JQuery, GraphQL.

REFERENCES

Ernesto Eternod - 303-995-4957

QA Admin Lead

Jake Rodgers - (720) 965 - 8070

TnS Team Lead

- Quality Agents were able to help construct workflows and call out inconsistent information and or trends in regards to our grading process
- Partnered with Internal Management to create transparency with the department when it came to new work types or changes needing to be made within the environment
- Extracted agent data to provide feedback to help Agents excel with future tickets
- Collect weekly data from Tableau to thoroughly and efficiently grade using NICE and a rubric to relay grading to Agent and Lead.

CLUBS

Women's Program - Community College of Aurora

Cheryl Waite

24-7 Intouch - Customer Service Representative

May 2016- May 2019

- Making sure Quota is being met for the day
- Ensuring safety for Customers while using platform
- Email communications with Customers handling online assistance
- Making thorough investigations while making quick decisions
- Maintaining a positive attitude when assisting Agents whom are speaking with a customer
- Composed Microsoft Powerpoints in order to train Agents on improved work types and also conducted trainings
- Floor support for new hires well as tenured Agents
- Handled schedules related to work type priority
- Maintained communications with head office to ensure misinformation was not received

SurgCenter on Dry Creek, Englewood — Medical Records Coordinator

June 2013- October- 2015

- Float receptionist, answering phones, scheduled appointments, discussed appointment details such as payment options and insurance breakdowns
- Collect patient data/payments
- Balanced payments received for the business day
- Facilitated and coordinated entire office medical records

