

## K'trina A. Apodaca

Centennial, Colorado | [ktalinaapodaca@yahoo.com](mailto:ktalinaapodaca@yahoo.com) | [Portfolio](#) | [LinkedIn](#) | [Github](#) | 720-272-1501

### 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

#### **Amazon Delivery Station**

##### Sortation Associate

2021-Present

- Performed all warehouse associate duties such as pulling, picking and stowing.
- Sorted cargo for loading/unloading
- Handled timed assignments with efficiency and accurately
- Follow safety protocols 100% accurately per company guidelines

##### **24-7 Intouch**

##### Quality Insight/Assurance Agent For Fraud Department

2019 - 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
- 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.

##### Customer Service Representative

2016- 2019

- Meeting Daily Quota
- 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**

### **Medical Records Coordinator**

2013 - 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

## **CERTIFICATES**

### **Denver University, Denver CO — Fullstack Coding Bootcamp**

July 19th 2021 - October, 11th 2021

## **EDUCATION**

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

August 2022 - Present

Associate's Degree in Applied Science/Programming

### **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.

**Software Development:** 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

## **CLUBS**

Women's Program - Community College of Aurora - Cheryl Waite

Bootcamp Alumni - Denver University Bootcamp