

Bridgette Kennedy

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launch_code

JUNIOR WEB DEVELOPER IN OAKLAND PARK, FL

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I am an inquisitive Junior Full Stack Developer looking to contribute while building upon my knowledge, skills, and experience.

LANGUAGES	FRAMEWORKS	DATABASES	TOOLS
<ul style="list-style-type: none">• C#• Python	<ul style="list-style-type: none">• HTML5/CSS3• .NET	<ul style="list-style-type: none">• MySQL	<ul style="list-style-type: none">• Git• Visual Studio

PROJECT EXPERIENCE

Bug Tracker — Ticket Tracking System

- Created using C#, MySQL, and Bootstrap
- System for users to submit tickets/issues/concerns to the Admins to address.

WORK EXPERIENCE

Supervisor, Teleperformance, North Lauderdale, Nov 2014 – Present

- Ensuring agents understand and comply with all call center objectives, performance standards, and policies.
- Identifying operational concerns and suggesting possible improvements
- Monitoring and evaluating agent performance, providing learning or coaching opportunities, and taking corrective action, if necessary.
- Preparing reports and analyzing data to assist management as they compare call center goals against current metrics

Assistant Village Manager, Jungle Queen, Fort Lauderdale, FL, March 2005 – November 2014

- Manage shifts which include: daily decision making, scheduling, planning while upholding standards, product quality and cleanliness.
- Hire and oversee training for staff
- Monitor actions of staff and customers to ensure that health and safety standards and liquor regulations are followed.

EDUCATION

LaunchCode, LC101 Programming Course — 2019

Broward College, AA. Liberal Arts — 2005