

LORETTA CAIN




◆ JUNIOR FRONT END WEB DEVELOPER ◆

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SOCIAL

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PROFILE

I am a junior front end web developer who loves creating engaging and interactive web applications. I am currently seeking a role where I can use my 10 years of customer services experience to help create better user experiences on the web. I have a passion for learning and a naturally curious nature. I am constantly striving to discover new things.

SKILLS

- JavaScript
- Ruby on Rails
- jQuery
- Underscore
- HTML
- CSS
- GitHub/Heroku
- AutoCAD
- Conflict Resolution
- Communication
- Management
- Public Speaking
- Training
- Empathy
- Microsoft Office
- Tessitura

EDUCATION

Nov 2015 -
Feb 2016

Web Development Immersive - General Assembly
Operational use of Javascript, jQuery, Ruby, Rails, HTML5, CSS, Github, Heroku, PostgreSQL
Working knowledge of SCSS, JSON
Elementary knowledge of Node.js, HAML, Backbone, D3.js, Three.js

July 2012 -
Dec 2013

Diploma of Civil Engineering Design - TAFE
Risk Assessments, Project Management, Break Down Structure, Estimating, Development Applications

January 2014

Certificate IV Occupational Health and Safety (BSB41412) - EasyHR

PROFESSIONAL EXPERIENCE

Sydney Theatre Company

-Customer Services Supervisor
-Work Health and Safety Advisor
May 2010 - October 2015

- Supervised and trained a team of 20
- Managed multiple live events across multiple venues simultaneously
- Liaised and fostered relationships between STC and other institutions (Sydney Opera House, Sydney Festival, Sydney Dance Company, Sydney Writer's Festival, and other outside hirers)
- Conflict and complaint resolution, entrusted with banking and cash handling
- Work Health and Safety Representative and Advisor, First Aider and Fire Warden

Australian Brandenburg Orchestra

-Customer Services Representative
Dec 2014 - October 2015

- Created subscriptions, assisted patrons with general and technical enquiries via phone, email, or in person
- Following up with any errors or account problems
- Data entry and database cleaning
- Reporting to the duty manager on a daily basis and recording data in excel

The Athlete's Foot

-Retail Sales Associate
May 2010 - May 2013

- Assisted in training new coworkers
- Building rapport with a customer and catering to customers specific needs
- Maintaining store cleanliness, cash handling, database entry