

LAUREN ELISIARIO

Vacaville, CA

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Portfolio: <https://beachsidewebdev.netlify.app/>

SUMMARY

Full Stack Web Developer with a background in business and government and dedicated to continuous learning and innovation. I excel in combining technical expertise with a strategic approach to develop robust, user-centric applications. Proficient in React for dynamic front-end development and experienced in Node.js and Express.js for efficient server-side operations. Known for my analytical mindset, attention to detail, and commitment to delivering high-quality projects.

TECHNICAL SKILLS

Technical Languages: HTML, CSS, JavaScript, SQL, Git

Applications/Tools/Frameworks: APIs (Web, Server and 3rd Party), Node.js, Object-Oriented Programming, Express.js, MongoDB, React

SOFT SKILLS

Communication, Problem-solving, Collaboration, Analytical Thinking, Time Management, Adaptability, Attention to Detail, Leadership, Resource Allocation

PROJECTS

Catzzeria | <https://github.com/alfwall/catzzeria> | <https://alfwall.github.io/catzzeria/>

- *This project was created out of a love of pizza and cats. The concept is simple, bake pizzas to hire cats. The more cats you hire, the more pizza's get made.*
- *My core responsibilities included mostly work on the front end. My responsibilities also included creating the modals and researching another framework to use.*
- *HTML, CSS, APIs, Javascript, BeerCSS, jQuery, AJAX*

Reading-Roundtable | <https://github.com/AdjoaHackman/reading-roundtable> | <https://reading-roundtable-a1d1097f86e5.herokuapp.com/login>

- *The Reading-Roundtable site was created to utilize account creations to save book searches using the Google Books API*
- *Core responsibilities included front end design and functionality*
- *Node.js, Express.js, Handlebars.js, MySQL, Sequelize, Insomnia, Heroku, and authentication*

E-Coffee | <https://github.com/lelisario/E-Coffee> | Link

- *Short summary of project (1-2 lines)*
- *Core responsibilities included initiating and setting up the project including file structure and code for base functionality.*
- *MongoDB, Express.js, React, Node.js*

EXPERIENCE

Project Manager - Elections Operations Solano County Registrar of Voters

2023 - Current
Solano County, CA

- *Planned and executed program activities, leveraging continuous improvement methods to enhance processes and workflows.*
- *Conducted high-level management analysis to identify and resolve issues, ensuring successful project completion.*
- *Collaborated with various stakeholders to provide decision support through data-driven recommendations.*
- *Coordinated logistical tasks, ensuring secure and organized handling of critical materials.*
- *Managed quality control measures, ensuring accuracy and efficiency in all operations.*

Key Accomplishments:

- *Recommended and advocated a feature for the scheduling system, improving efficiency and user experience.*
- *Successfully managed the logistics for election materials, ensuring all supplies were delivered on time and within budget.*

Freelance Writer/Editor Self-Employed

2017 - 2023
Solano County, CA

- *Ensured high client satisfaction through effective communication and regular updates on project progress.*
- *Managed order processing and content delivery, consistently meeting or exceeding project deadlines.*
- *Allocated resources and prioritized tasks, ensuring projects were completed within deadlines and budget constraints.*

Key Accomplishments:

- *Consistently met or exceeded project deadlines, maintaining a record of 100% on-time delivery.*
- *Successfully completed over 500 projects, achieving a 98% client satisfaction rate.*
- *Consistently met or exceeded project deadlines, maintaining a record of 100% on-time delivery.*

Covid-19 Assistance Case Manager TEKsystems

2022 - 2022
Solano County, CA

- *Conducted detailed fiscal analysis and managed the disbursement of rent and utility assistance funds to eligible households.*
- *Confirmed eligibility of applicants and provided decision support data to team leads, improving case coordination and monitoring.*
- *Acted as a liaison between applicants and other teams, ensuring compliance with benefit provision requirements.*
- *Utilized PowerBI along with other tracking tools to ensure accurate reporting, real-time monitoring of case statuses, and data-driven decision-making.*

Key Accomplishments:

- Successfully disbursed over \$1.1 million in assistance funds, ensuring timely and accurate payouts to eligible households.
- Managed a high volume of over 600 cases with precision, resulting in positive feedback and improved efficiency in resource allocation.

eStore Support/Client Services
Autodesk Inc.

2017 - 2018
San Rafael, CA

- Served as the first point of contact for customers, managing inquiries via live chat, email, and phone, ensuring a high standard of customer service.
- Investigated and resolved customer complaints and issues, collaborating with sales and tier 2 tech support teams to provide timely solutions.
- Maintained accurate and up-to-date records of customer interactions and resolutions in Salesforce.
- Provided ongoing customer relationship management, supporting both sales and technical support functions to enhance overall customer satisfaction.

Key Accomplishments:

- Achieved a one-call resolution rate of 90%, surpassing Autodesk's goal of 80%, significantly boosting customer satisfaction and loyalty.
- Consistently maintained a 95% average KPI in customer relationship management, demonstrating a strong commitment to customer service excellence.

EDUCATION

Full Stack Web Development Boot Camp Certificate: UC Berkeley, Berkeley, CA.

An intensive program focused on gaining technical programming skills in HTML5, CSS3, JavaScript, JQuery, Bootstrap, Firebase, Node.js, MySQL, MongoDB, Express, Handelbars.js, and ReactJS.

Master of Public Administration: Grand Canyon University, Phoenix, AZ

A comprehensive program focused on modern policy issues, leadership, and public governance. It emphasized ethical decision-making, problem-solving, and strategic solutions for reform in government agencies.

Bachelor of Business Administration: University of Phoenix, Phoenix, AZ

A rigorous program focused on developing essential business skills, strategic thinking, and leadership abilities in management, finance, marketing and operations.