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SUMMARY

Web Developer with Senior Operations experience who brings strong skills in project management, documentation, and leadership. Earned a certificate in Full Stack Web Development from the University of North Carolina with newly developed skills in JavaScript, CSS, and HTML. Passionate about cross-functional collaboration, maintaining an organized workflow, and bringing a "can do" attitude to support the goals of the team. Dedicated, hardworking, and committed to continuing education.

TECHNICAL SKILLS

Languages: HTML5, CSS3, JavaScript, MySQL
Applications: Github, MongoDB, VS Code, Git Bash, MySQL Workbench
Tools: Express, React, Node, Handlebars, jQuery, Bootstrap, Foundation, Insomnia, Heroku, JIRA, Confluence

PROJECTS

Astronomical Guidance |GitHub Link |Deployed Project Link

- Summary: Search for astronomical events in a user given location
- Role: Front-end Development
- Tools: JavaScript, jQuery, Bootstrap, HTML, CSS, 3 API's, Moment.js, Google Fonts

Weather Dashboard | GitHub Link |Deployed Project Link

- Summary: Search for today's weather and a 5 day forecast
- Role: Sole-author
- Tools: JavaScript, jQuery, Bootstrap, HTML, CSS, API, Moment.js, Google Fonts

Work Day Scheduler | GitHub Link | Deployed Project Link

- Summary: Local hair salon landing page
- Role: Sole-author
- Tools: JavaScript, jQuery, HTML, CSS, Bootstrap, API's, Google Fonts

EXPERIENCE

North Carolina Division of Employment Security 2020 – Present
ID Theft Investigator **Raleigh, NC**

- Overhauled online activity assessment tools to help detect fraud during UI claim application submission.
- Surpassed Fraud Investigator monthly caseload goals, resulted in offer to join the ID Theft team.
- Cultivated team collaboration of claim reviews among Fraud Investigators to reduce team leader workload.
- Trained lower performers to boost productivity, and improve decision-quality.
- Spearheaded team review of 8,000+ fraud investigations for decision accuracy, and finalization.

Lyft 2019 – 2020
Team Leader **Seattle, WA**

- Developed project briefs, and standardized processes for initiatives that were shared amongst U.S. teams for implementation.
- Reduced For Hire Permit, and TNC decal rejections from King County by revamping inspection submission processes, increased driver experience, and reduced fines.
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  - Headed training of several new mechanics on the updated inspection processes in a tight timeframe.

ReachNow 2016 – 2019
Program Coordinator, Member Relations – BMW Group **Seattle, WA**

- Instituted a knowledge base of process materials as a guidepost to all member-facing efforts among cross-functional teams.
- Controlled fraud mitigation efforts by creating a more stringent manual review process, resulting in a reduction in failed payments, and vehicle damage claims.
- Orchestrated the transition between call centers with minimal interruption to member support.
  - Reduced cost of call center from $150k to $95k monthly, improving KPI goals 11%, specifically AHT, and NPS.
- Collaborated on the agile development of Salesforce Service Cloud through to integration, resulting in further drops in AHT.
  - Eliminated 2 tools that were folded into Salesforce.

Senior Team Leader – Bosch Service Solutions (2016-2018) **Fort Lauderdale, FL**

- Supervised a team of 18 call center agents, and single-handedly trained all incoming classes.
- Designed, and implemented entire training program, including knowledge tests, user guides, and troubleshooting guides.
- Redesigned the call center CRM with the dev team to increase efficiency, productivity, call documentation, and reporting.

EDUCATION

University of North Carolina - Anticipated graduation date: Jan 2022
Coding Certificate – Full Stack Web Development
An intensive 24-week long boot camp dedicated to designing, and building web applications.

Broward College | Psychology | *30 course credits completed*