

# Lia Graham

Austin, Texas 78754 | (361) 779-7692 | liavibanez@gmail.com

**LinkedIn:** <https://www.linkedin.com/in/lia-graham/> | **GitHub:** <https://github.com/lvgraham>

**Portfolio:** <https://lvgraham.github.io/Portfolio/>

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## SUMMARY

Front-end developer with an extensive customer service background dedicated to creating intuitive web applications to ensure a seamless user experience. Recently earned the Web Development certificate from the University of Texas at Austin. Known for excellent communication skills, adaptability, dependability, and tenacious attitude toward providing an awesome customer experience.

## SKILLS

HTML5, CSS3, JavaScript, jQuery, SQL, JSX, Node.js, Express.js, React.js, Bootstrap, Material-UI, Materialize, Git, Github, MongoDB, MySQL, Handlebars, Pug, Heroku, Sequelize

## PROJECTS

**Burger Time! | Full-Stack Developer | Deployed Link:** <https://whispering-mesa-68424.herokuapp.com/> | **Github Link:** <https://github.com/lvgraham/Burger>

A simple application to list the burgers you'd like to enjoy, and cross them off the list after you have enjoyed them.

- **Role:** Utilized a custom object relational mapper (ORM) to interact with MySQL database in order to add, update, and remove burgers.
- **Tools:** HTML, CSS, Javascript, MySQL, Node, Express, Handlebars

**Javascript Quiz | Front End Developer | Deployed Link:** [https://lvgraham.github.io/Code\\_Quiz/](https://lvgraham.github.io/Code_Quiz/) | **Github Link:** [https://github.com/lvgraham/Code\\_Quiz](https://github.com/lvgraham/Code_Quiz)

A short, timed quiz to test your JavaScript knowledge.

- **Role:** Created randomized quiz utilizing a Javascript object and loop to display different quiz questions. Used CSS to make a fun and vivid user experience.
- **Tools:** HTML, CSS, Javascript

**Web Organizer | Front End Developer | Deployed Link:** <https://boiling-wave-32724.herokuapp.com/> | **Github Link:** [https://github.com/lvgraham/Web\\_Organizer](https://github.com/lvgraham/Web_Organizer)

A bookmark organizer so that you can keep track of resources across browsers.

- **Role:** Created and designed main page displayed to users once logged in utilizing the Pug template engine and styled with CSS. Assisted with creating routes to pull information from MySQL database.
- **Tools:** CSS, Pug, Javascript, JQuery, MySQL, Sequelize ORM, Express, Node.js, Bcrypt, Dotenv, Passport, Request, Nodemon

## EXPERIENCE

### PreFix, Austin TX

**Customer Service Manager** - August 2020 - Present

Own customer service quality and proactively identify and resolve potential issues. Handle inbound service requests and collaborate closely with Home Managers. Use a data-driven approach to assess customer service performance and continue to make improvements.

- Cut initial response time from 12-24 hours to 1-2 hours by creating a more organized workflow.
- Reduced cancellation rate by providing key insight into customer service practices which increased efficiency and customer satisfaction.

### Snap Kitchen, Austin TX

**Customer Care Manager** - January 2019 - July 31, 2020

Improve customer service experience and provide resolution to customer queries. Develop service procedures, policies and standards for handling customer inquiries. Hire and develop customer service agents.

- Grew customer service department from one to four agents in order to accommodate growing volume.
- Developed and implemented customer service policies and procedures
- Communicated upcoming changes to front of house staff in order to ensure excellent customer service in-stores.

## **EDUCATION**

**University of Texas at Austin - *Full Stack Web Development Certificate* / 2020**

**Texas A&M; Kingsville, TX - *Bachelor of Science, Nutrition* / 2014**

Graduated Summa Cum Laude