

# Lia Graham

Austin, Texas 78724 | (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/>

Front-end developer with an extensive customer service background dedicated to creating intuitive web applications to ensure a seamless user experience. Earned a 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

### What Should I Watch | Front End Developer

**Deployed:** <https://lvgraham.github.io/WhatShouldIWatch/> | **Github:** <https://github.com/lvgraham/WhatShouldIWatch>

**Description:** A simple suggester app that allows you to enter a random word & receive a random movie or tv series including that word in the title.

**Role:** Utilized javascript to fetch data from the OMDb API & display it to the user.

**Tools:** HTML, CSS, Javascript

### Burger Time! | Full-Stack Developer

**Deployed:** <https://whispering-mesa-68424.herokuapp.com/> | **Github:** <https://github.com/lvgraham/Burger>

**Description:** An 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:** [https://lvgraham.github.io/Code\\_Quiz/](https://lvgraham.github.io/Code_Quiz/) | **Github:** [https://github.com/lvgraham/Code\\_Quiz](https://github.com/lvgraham/Code_Quiz)

**Description:** 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

## EXPERIENCE

### Prado, Austin TX

**Director of Merchant Success** - October 2021 - Present

Own merchant success for up-and-coming SaaS start-up by developing help center structure and documentation, holding regular meetings with merchants in order to procure feedback and ensure success, and gathering feedback to report to the product team in order to guide product direction.

- Completed the successful implementation of communication guidelines and help center for current and incoming merchants in order to organize incoming feedback, requests, and questions.
- Interfaced with current merchants weekly in order to build relationships and procure key insights for product growth.
- Collaborated with the sales team as a subject matter expert.
- Worked closely with the product team to implement enhancements for both end-user and merchant portal features based on client needs.
- Outlined merchant success agent role to prepare for future hiring needs.

### PreFix, Austin TX

**Associate Director of Customer Success** - August 2020 - October 2021

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 - August 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