

Christelle M. M. Mangama

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Career Overview

Junior web developer professional specializing in web application development and technology support seeking a new position. Highly motivated, fast learner, eager to meet challenges and learn new technologies, skills, concepts, and ideas.

Skills

- HTML
- CSS, Materialize, Bootstrap
- ReactJS
- MongoDB
- Visual Studio Code
- JavaScript, jQuery
- NodeJS, Sequelize
- GitHub, Heroku
- UNIX and LINUX
- MySQL and DBMS
- Visual Basic, Python
- RESTful Web Services
- Microsoft Office Suite
- Engineering/Testing
- Requirements Gathering
- Knowledge of SDLC methodologies
- Software analysis and design
- Client Relationship Management (CRM)
- Salesforce
- Geographic Information System (GIS)
- AutoCAD
- Multilingual English/French (Native)

Professional Experience

Colorado Oil and Gas Conservation Commission (COGCC), CO

Integrity Engineer

11/2017 – Present

- Audit operator's flowline systems for regulatory compliance
- Regularly audit operator's flowline systems for regulatory compliance as well as COGCC reviews operator's flowline pressure testing records
- Record and submit flowline spill reports and maintenance programs for discussion, to ensure systems are in place to prevent flowline releases
- Maintain process integrity by performing field inspections during flowline construction, repair, and abandonment
- Critically observe flowline pressure test and construction methods for compliance with COGCC rules
- Engineering and permitting review of Well Abandonment and Drilling Completion Report forms
- Industry forms: Operator Registration, Designation of Agent, Permit to Drill, Oil and Gas Location Assessment, Monthly Operations, Completed Interval Report, Bradenhead Test, Spill/Release Report, Sundry Notice, Mechanical Integrity Test, Field Operations Notice, Flowline Reporting
- Knowledge of legal descriptions and status of well.

Autodesk, CO

Client Services Representative

06/2017 – 11/2017

- Insure high level customer satisfaction and be proficient in all technology platforms
- Receive, investigate, and respond to customer inquiries regarding products, verifications, registration and activation, license fulfillment via physical shipments or electronic downloads and complaints.
- Provide information regarding order status, shipping dates, prices, product availability, and back orders.
- Analyze and research historical data to solve customer issues. Log quality problems or issues in database.

- Respond to customer inquiries through e-mail, fax, chat and/or phone. If unable to resolve customer issue, escalate to appropriate staff or management and respond back to customer with solutions provided by escalations.
- Educate customers/partners on resources available and promote the self-service tools.

Maximus, CO

Customer Service Representative

08/2016 – 03/2017

- Inform and assist individuals, families, small group employees, brokers and in-person assisters seeking information, enrollment assistance, and/or services related to Maryland Health Connection.
- Utilize the States eligibility and enrollment portal (Worker Portal and Consumer Portal) and Siebel Customer Relationship Management (CRM) software and other State systems to perform all tasks and duties for HBE customers to ensure delivery of high quality service for all Maryland consumers.
- Maintain current working knowledge of community resources, procedures and policies, and program information, referring to outside sources as needed.
- Achieve and maintain individual productivity and quality performance levels in line with established guidelines.

Xerox Business Services, LLC, CO

Pharmacy Technician

2015 – 2016

- Analyze records to transcribe appropriate ICD-9, ICD-10, CPT, HCPCS codes.
- Validate and enter prescription orders.
- Complete casework in a timely manner with consistent follow-up as the accountable case manager.
- Maintain patient confidentiality.
- Understand prescription drug benefit management techniques including Formularies, Prior Authorizations, and more.
- Handles high call volumes in a call-center environment.
- Strictly adhere to Standard Operating Procedures (SOPs).
- Perform clerical and administrative functions such as mailing and faxing correspondence, data entry, and scheduling.

Jeppesen Sanderson, CO

Production Specialist II

2015

- Use work order and revision letter to manually amend materials inserted in the chart pockets.
- Perform operation of the long ford collator, tape machine; table scales, auto-shrink wrapper and friction feed collator.
- Verify all product information for accuracy and train other staff members.

Weatherford, Gabon

Well-planner

2014

- Assist daily in generating and updating well plans and survey files.
- Monitor well paths and perform assigned tasks inclusive of checking anti-collision criteria and torque. Assist daily in generating and updating well plans and survey files and drag and bottom hole assembly (BHA) analysis in both planning and drilling phases.
- Assist in the preparation of well plans, proposals, tenders, and technical reports.

Colorado School of Mines, CO

Clerical Assistant

01/2012 – 05/2012

- Kept faculty and student informed the department schedule.
- Assist faculty with availability of material and equipment for class.

Red Rocks Community College, CO

Audio-visual Assistant

08/2008 – 08/ 2010

- Organize and catalog set up and worksheets.
- Assisting teachers and students during class, faculty members in any activities requiring audio-visual equipment.
- Kept inventory of availability of material and equipment needed.
- Ensured the smooth functioning of Internet and phones of the entire school.
- Identify potential concerns / areas needing more research.

Red Rocks Community College-Construction Technology Department, CO

Clerical Assistant

2008

- Created electronic files of the last 10 years and other office documents.
- Assist with department labs.

Education

Colorado Technical University, USA

- M.S. in Software Engineering

Colorado School of Mines, USA

- B.S. in Petroleum Engineering

Red Rocks Community College, USA

- Associate of Sciences

Ecole Normale Supérieure, Gabon

- 2 years of preparatory classes in Mathematics, Chemistry, and Physics

Certificates

- FE (Fundamentals of Engineering)
- Well Control
- **Denver University Coding Bootcamp**
- [Professional Portfolio](#) (in progress)