MOLLIE CHINDAVONG

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# SUMMARY

Creative self-starter with an eclectic background in banking, sales and customer service focused on exceeding expectations and goals in a new career transition. Proficient with prioritizing multiple tasks in high-demand environments that require critical thinking and analytical problem solving. Adept at maintaining a strong professional work ethic to maximize performance and productivity in diverse company cultures. Sound familiarity with front-end development using HTML and CSS. Contributed to group project planning and implementation for the design and development of multiple full stack web applications using RESTful APIs.

# TECHNICAL SKILLS

* Browser based technologies (HTML, CSS, JavaScript, jQuery, Bootstrap, Handlebars, Firebase, React.js)
* Deployment (Heroku, Git)
* Databases (MySQL, MongoDB)
* Server-side development (Express.js, Node.js)
* Security and session storage
* User authentication

# EDUCATION

## THE CODING BOOTCAMP: FULL STACK WEB DEVELOPMENT | UNC CHARLOTTE CERTIFICATE | MAY 2017- NOVEMBER 2017

## CULINARY ARTS AND FOOD SERVICE MANAGEMENT | JOHNSON & WALES UNIVERSITY FALL 2010 – SPRING 2012

# WORK EXPERIENCE

## FREELANCE WEB DEVELOPER | MAY 2017 - PRESENT

* + Consult clients with small businesses about their website design to feature an alluring layout with user-friendly functions and clear navigation
  + Maintain existing web sites and provide service by updating for promotions and business needs
  + Collaborate with other developers designing full stack web applications within project deadlines

## WELLS FARGO, n.A | JULY 2016 – NOVEMBER 2018

## PREMIER SALES SENIOR RELATIONSHIP BANKER

* Assist affluent clients with lending related banking inquiries and products
* Grow and maintain a book of business by providing additional and value to each conversation
* Collaborate with affiliated departments to resolve complex circumstances and introduce partner referrals based on client needs
* Proactively participate in the improvement of company-wide system pilots with necessary feedback for streamlined ease of business within our contact centers

## OUTBOUND SALES SPECIALIST

* Engage in needs-based dialog with high valued prospects to identify beneficial products and services that meet the client’s financial objectives
* Disclose call resolutions while following procedures that meet risk and compliance guidelines
* Operate numerous responsibilities on productivity tools and software platforms while navigating client databases

## 7th Spa & Nails | JANUARY 2016 – JULY 2016 LICENSED NAIL TECHNICIAN

* + Provide an engaged and positive environment for all client experiences
  + Assess needs within salon services that meet state board requirements
  + Advise clients with information on all inquiries on services and products offered
  + Continue educational instruction to remain cognizant with license renewal requirements

## PARADISE CITI SALON & SPA | MAY 2014 – JANUARY 2016 ASSISTANT MANAGER/LICENSED NAIL TECHNICIAN

* + Arrange a time-efficient streamline of individual and group appointments
  + Form and retain client relationships
  + Process expense reports and consolidate daily financial records
  + Oversee the upkeep of the facility and coordinate supply orders

## THE PARADIES SHOPS, CHARLOTTE DOUGLAS INT’L AIRPORT | MAY 2011 – JUNE 2014 brand sales associate (brooks brothers, pga, lacoste, pandora)

* + Provide first-class customer service in a high-volume, fast-paced retail setting
  + Manage inventory and visual merchandising with in-store displays
  + Develop product marketing strategies to increase sales for monthly goals
  + Educate customers on special promotional offers to cross-sell and up-sell