|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Mollie  Chindavong | |  |  | | --- | --- | | 980.244.9943 |  | | [molliechindavong@gmail.com](mailto:molliechindavong@gmail.com)  <www.mchindavong.github.io> |  | |

|  |  |
| --- | --- |
|  | 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) | * Server-side development (Express.js, Node.js) |
| * Deployment (Heroku, Git) * Databases (MySQL, MongoDB) | * Security and session storage * User authentication |

|  |  |
| --- | --- |
|  | WORK HISTORY |

## Freelance | Charlotte, NC, USA

### May 2017 – present

## Freelance Web Developer

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

## Wells Fargo, N.A | Charlotte, NC, USA

### July 2016 – november 2017

**Premier Sales Specialist**

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

**Outbound Sales Specialist**

* Engage in needs-based dialog with high valued prospects to identify beneficial products and services that met 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 customer databases

## Spa & Nail on 7th | Charlotte, NC, USA

### 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
* Continue instruction to remain cognizant with license renewal requirements

## Paradise Citi Salon & Spa | Cornelius, NC, USA

### May 2014 – January 2016

**Licensed Nail Technician/Assistant Manager**

* 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 | Charlotte, NC, USA

### May 2011 – June 2014

**Branded Sales Associate (Brooks Brothers, PGA, Lacoste and 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 monthly
* Educate customers on special promotional offers to cross-sell and up-sell

|  |  |
| --- | --- |
|  | Education |

## The Coding Boot Camp: Full Stack Web Development | UNC Charlotte

## Charlotte, NC, USA

### May 2017 – November 2017

Highly selective 24-week program to advance the skills needed to build and implement dynamic end-to-end web applications and gain proficiency in the theory and application of web development.

## Culinary Arts and Food Service Management | Johnson and Wales University

## Charlotte, NC, USA

Fall 2010 – Spring 2012