Melissa Cadena
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LinkedIn
GitHub
Portfolio

Professional Summary

Dynamic Full Stack Web Developer with a robust background in Customer Service and certified expertise in AWS. Known for being proactive, resourceful, and a tenacious problem-solver. Exceptional communicator skilled in building strong client relationships. Graduate of the University of Texas at Austin Coding Bootcamp.

Technical Skills

- Languages: JavaScript, Python, Java, PHP, MySQL,HTML, CSS
- Experience Using: AWS (Lambda, DynamoDB, API Gateway), React, Node.js, Git, Bootstrap, Materialize, Material UI, Visual Studio, IntelliJ, Object-Oriented Programming, Test Driven Development

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Projects

COVID-19 Travel Tracker | Team Project
GitHub | Live Project

- Developed a fully responsive, one-stop shop application for COVID-19 statistics and travel options.
- Created initial HTML and CSS framework using Materialize.
- Utilized HTML, CSS using Materialize Framework, JavaScript with jQuery, 3rd Party APIs.

Weather Dashboard | Solo Project
GitHub | Live Project

- Created a project for daily weather and five-day forecasts.
- Utilized HTML, CSS using Bootstrap Framework, JavaScript, 3rd Party API.

Workday Scheduler | Solo Project
GitHub | Live Project

- Developed a website to assist users in managing daily tasks.
- Utilized HTML, CSS using Bootstrap Framework, JavaScript with jQuery, and Moment.js.

Professional Experience

Software Engineer
Southwest Airlines, Dallas, TX
July 2021 – Current

- Design, develop, and test high-quality code to meet customer requirements.
- Collaborate with cross-functional teams, including Program Managers and Product Owners, to ensure seamless project execution.
- Key Accomplishments:
    - Successfully migrated on-premises applications to AWS cloud infrastructure.
    - Transformed legacy desktop applications into modern web applications using React and AWS.

Web Developer
Westrom Software, Work From Home
November 2020 – July 2021

- Developed and optimized customer forms, widgets, and reports using PHP and MySQL.
- Facilitated seamless integration between client and development teams for custom change requests.
- Key Accomplishments:
    - Engineered a web connector between Quickbooks and company software, enhancing accounting processes.
    - Created tools to analyze customer growth and retention, contributing to strategic business decisions.

Customer Relations Representative
Southwest Airlines, Dallas, TX
March 2018 – November 2020

- Delivered exceptional customer service by addressing concerns and resolving issues promptly.
- Key Accomplishments:
    - Consistently exceeded departmental performance metrics, including call handling time and quality checks.
    - Recognized as Employee of the Month for outstanding dedication and service.

Customer Care Supervisor
Stericycle, Inc., Irving, TX
January 2014 – March 2018

- Led a team to ensure accuracy and quality in service delivery while maintaining strong client relationships.
- Key Accomplishments:
    - Promoted to Supervisor for effectively managing a team of 10-20 employees and resolving complex issues.
    - Implemented new workflows that increased departmental efficiency and case handling capacity.
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Education

Full Stack Web Development Certificate
University of Texas at Austin, November 2020

Associates Degree in General Studies
Dallas Colleges Online, January 2018

Certifications

- AWS Certified Developer – Associate, Amazon Web Services (AWS), Issued Nov 2023
- AWS Certified Cloud Practitioner, Amazon Web Services (AWS), Issued Nov 2022
- Agile Foundations, LinkedIn, Issued Apr 2021