

MELISSA CADENA

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Portfolio: <https://melissabcadena.github.io/>

SUMMARY

Full Stack Web Developer with a background in Customer Service. Recognized as proactive, resourceful and a persistent problem-solver. Excellent communicator with effective client relationship building skills. Graduate of Coding Bootcamp through University of Texas at Austin.

TECHNICAL SKILLS

Languages: HTML, CSS, Javascript (ES6), jQuery

Experience Using: Git, Bootstrap, Materialize, Visual Studio, Node.js, Jest, Object Oriented Programming, Test Driven Development

PROJECTS

COVID-19 Travel Tracker | Team Project

<https://github.com/melissabcadena/covid-travel-tracking.git> | <https://melissabcadena.github.io/covid-travel-tracking/>

- Developed a fully responsive, one stop shop application that allows users to search based on their travel dates and airport codes and returns COVID-19 statistics for their destination country and providing them with different airline and flight options.
- Created initial HTML and CSS framework using Materialize, created many of the JS functions including loading DOM elements to page from API fetch calls and saving elements to localStorage. Utilized Git Issues to ensure team's work was organized.
- Utilized HTML, CSS using Materialize Framework, Javascript with jQuery, 3rd Party APIs

Weather Dashboard | Solo Project

<https://github.com/melissabcadena/weather-dashboard.git> | <https://melissabcadena.github.io/weather-dashboard/>

- This application allows users to search current and upcoming weather conditions by city. The application returns statistics for the daily weather and five day forecast.
- Created this project individually utilizing Bootstrap for my CSS framework and a 3rd Party API.
- Utilized HTML, CSS using Bootstrap Framework, Javascript, 3rd Party API

Workday Scheduler | Solo Project

<https://github.com/melissabcadena/workday-scheduler.git> | <https://melissabcadena.github.io/workday-scheduler/>

- A website that was created to assist users in managing their daily tasks. Once the tasks for that day are saved, they will persist on page load. Users can also see if tasks are in the past (color coded gray), present (color coded red), or future (color coded green).
- Responsible for all aspects of the project from conception to completion.
- Utilized HTML, CSS using Bootstrap Framework, Javascript with jQuery, and Momentjs

EXPERIENCE

Customer Relations Representative

March 2018 – Current

Southwest Airlines

Dallas, TX

Ensured superior Customer experiences by addressing Customer concerns, demonstrating empathy, and resolving issues creatively on the spot.

Key Accomplishments:

- By exceeding expectations consistently in our departmental statistics, including average call handle time and quality checks, accelerated in less than six months to Level 3 of the department, handling VIP Customers and Government official travel.
- Awarded Employee of the Month in April 2020 in a department of more than 400 employees for my servant's heart and dedication to both our Internal and External Customers.

Customer Care Supervisor
Stericycle, Inc.

January 2014 – March 2018
Irving, TX

Supervisor over multiple different roles overseeing accuracy and quality of the team's work while keeping up a professional rapport with several management leaders of our Clients.

Key Accomplishments:

- Promoted to a Supervisor with a team ranging from 10-20 employees for my ability to quickly solve new problems and renew outdated processes.
- Implemented new standards of work for an entirely new team within the Reimbursement Department when volume skyrocketed unpredictably, resulting in the department handling three times more cases daily.

EDUCATION

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

A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.

Associates Degree in General Studies: Dallas Colleges Online, January 2018