

# MARIA BECKLES

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*Jira | Trello | Agile | Scrum | Git | GitHub | Branding | Figma | HTML | CSS | JavaScript | React | Gatsby  
React Bootstrap | React on Rails | Ruby on Rails | Quality Assurance | Microsoft Office | Excel | Leadership  
Management | Process Improvement | Coaching, Training & Mentoring | Zoom | Skype | Slack*

Solutions-oriented **Professional** with 17+ years of experience leading teams, individuals and clients maintaining long-term relations and profitability by offering proactive resolution ideas while driving actionable results. Pragmatic team player and servant leader seeking to leverage background into Web Development roles for a progressive organization, focusing on the needs of the team members and those they serve, with the goal of achieving results in line with the organization's values, principles, and business objectives.

**Bilingual: English/Spanish.**

## PROFESSIONAL VALUE OFFERED

- Responsible for managing impediments, eliminating waste, managing the process, the team's health, and the culture.
- Focused on mindset and behaviour, team continuous improvement and organization collaboration with the team.
- Encourage and coach the team to take ownership of their process and environment.
- Assertive and compassionate when addressing unproductive attitudes and dysfunctional behaviors.
- Striving to live by the RE-TRAINED principles.

## PROFESSIONAL EXPERIENCE

### Wynocode | 2020

- Closed the gap between thinking about doing and doing.
- Observed daily Scrum standups.
- Ensured fun and useful retrospective events for the team.
- Resolved and prevented impediments.
- Used Jira Software to plan, track and release projects.
- Collaborated as part of the Software Development team coding front and back end.
- Responsible for documentation.
- Consulted with UX/UI Web Designers professionals.
- **Soft Search - Awarded as the best Web Application of Wynocode Pitch Night**
- Career search web application specifically created for Software Development.
- GitHub Repository: [https://github.com/mj305/Soft\\_Search](https://github.com/mj305/Soft_Search)
- Heroku Application Link: <https://soft-search.herokuapp.com/>
- **El Taco:**
- Taco recipe finder by ingredient.
- GitHub Repository: [https://github.com/https://eltaco.herokuapp.com/mj305/El\\_Taco](https://github.com/https://eltaco.herokuapp.com/mj305/El_Taco)
- Heroku Application Link: <https://eltaco.herokuapp.com/>

### Contract Recruiter | HolaDoctor | 2019

- Reported to VP of Brokerage.
- Collaborated with the executive team to determine hiring needs and formulate strategy.
- Designed and coordinated the hiring and onboarding process.
- Created report on hiring progress and other recruiting metrics in Excel.

### Team Leader | vitaCare Prescription Services (TherapeuticsMD) | 2018 –2019

- Reported to Sr. Director of Operations, led in setting the vision, overall direction, coordination, and evaluation of the team.
- Identified individual strengths and actively fostered a career advancement path for succession planning.
- Mentored others in developing leadership behaviors to help boost performances.
- Created a performance scorecard and incentive program to increase employee engagement and lower attrition rate.
- Delivered customer experience training to help representatives deliver world-class service to customers.
- Initiated the leadership club, a career development path for promotion into leadership roles.
- Trained staff in leadership skills to help increase internal promotions.
- Benchmarked best practices and established metrics based on KPIs.

## ***Professional Experience-continued...***

### **Supervisor | Sage Dental | 2017 –2018**

- Headed HR activities including recruitment, performance evaluations, and terminations.
- Improving service levels to 80/20 by creating a Workforce Management tool with Excel.
- Created job function optimization, reducing the call abandonment rate from 20% to 5%.
- Established Operations objectives, goals, and KPIs to drive productivity.
- Developed performance reports for upper management to help in corrective action or continuous improvement.
- Designed the incentive program, yielding improved morale, production, and performance.
- Delivered active coaching and actionable feedback, QA, and hands-on leadership.
- Increased conversion rate from 40% to 83%.
- Created training and coaching program and on-the-job training by developing leads.
- Reason for leaving: Role was eliminated.

### **Team Leader | American Express | 2010 –2016**

- Led US collections improving results by over 95% in effectiveness and efficiency.
- Trained groups of up to 30 employees on collections principles, laws and regulations and customer behavior identification.
- Led a team with lowest attrition over a 12-month period with maximum promotions to next level.

### **New Hire and Training Coach | AT&T | 2009 –2010**

- Collaborated with leaders and managers to determine training needs.
- Selected and wrote appropriate curriculum for specific course topics to help in instructional delivery.
- Integrated technology resources into courses to diversify instruction.
- Reason for leaving: Relocated.

## **EDUCATION**

### **MBA in Web Development, Lynn University**

Expected Graduation: February 2021

### **Wyncode Academy - Full Stack Web Development**

Graduation: March 2020

Curriculum:

- Static Front End
- Advanced JavaScript
- Advanced React
- Bootstrap and Material UI
- Ruby on Rails
- React on Rails

### **BS in Business, University of Phoenix**

Graduation: October 2015