MARIA BECKLES

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PSM I | Professional Scrum Master | 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.

PROFESSIONAL EXPERIENCE

Wyncode | 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, develop 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 Wyncode Pitch Night**
- Career search web application specifically created for Software Development.
- GitHub Repository: https://github.com/mj305/Soft_Search
- Heroku Application Link: https://s0ft-search.herokuapp.com/

- **El Taco:**
- Taco recipe finder by ingredient.
- GitHub Repository: 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.

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

CERTIFICATIONS

Full Stack Web Developer, Wyncode Academy
Issued Apr 2020 - No Expiration Date
Credential ID MIAC36

Professional Scrum Master I (PSM I), Scrum.org
Issued Apr 2020 - No Expiration Date