MARIA BECKLES

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HTML | CSS3 | JavaScript | Node | React | Gatsby | Bootstrap | Ruby | Rails | Git | GitHub | Jira | Trello | Excel
Figma | Marketing | Zoom | Skype | Slack | Agile | Professional Scrum Master | Project Management
Process Improvement | Problem Resolution | Continuous Improvement

PROFESSIONAL VALUE OFFERED

Trained in full-stack web development and agile methodology. I am very excited to leverage my experience in the tech industry as I'm a fast learner, able to pick up new skills and juggle different projects and roles with relative ease. I like to develop expertise in a number of areas over the course of my life and career. An effective communicator considered an expert in prioritizing tasks and optimizing workflows, strong critical thinking, decision-making skills, and process improvement mindset.

Bilingual: English/Spanish

PROFESSIONAL EXPERIENCE

Scrum Master (Full Stack Web Development Student) | Wyncode Academy | 2020
● Member of the Development team coding Web Applications front and back end.
● Organize and manage Documentation and Demos.
● Use Jira Software to give structure, plan, develop, and release projects.
● Scrum sprint planning, backlog refinement, daily scrums, sprint reviews, and sprint retrospectives.
● Anticipate impediments to team delivery when transitioning to working fully remotely.
● Proactively identify and find ways to resolve issues to prevent distractions and keep projects on track.
● 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.
● Collaborate with the executive team to determine hiring needs and formulate strategy.
● Design and coordinate hiring and onboarding process.
● Create reports 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.
● Identify individual strengths and actively foster a career advancement path for succession planning.
● Mentor others in developing leadership behaviors to help boost performances.
● Create a performance scorecard and incentive program to increase employee engagement and lower attrition rate.
● Deliver customer experience training to help representatives deliver world-class service to customers.
● Initiate the leadership club, a career development path for promotion into leadership roles.
● Train staff in leadership skills to help increase internal promotions.
● Benchmark best practices and establish metrics based on KPIs.

Supervisor | Sage Dental | 2017 –2018
● Reported to Sr. Dental Operations Director.
● Improved 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%.
● 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.

Professional Experience-continued…

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:
- Agile / Scrum
- HTML / CSS3
- Advanced JavaScript
- Advanced React
- Bootstrap and Material UI
- Node
- PostgreSQL
- Express Server
- 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