

NATASHA MOORE

5207 Skillman Ave • NYC • natkamoore@gmail.com • 917-805-6718

www.linkedin.com/in/natasha-moore-profile

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

QUALIFICATION HIGHLIGHTS / SKILLS:

- Knowledge of JavaScript & REACT
- Experience with SQL and nonSQL databases
- Multiple individual and group projects in web development
- Strong analytical and problem solving skills
- Over 6 years of experience in high-speed customer service/support environment
- Bilingual: English / Russian

TECHNICAL SKILLS:

REACT • JAVASCRIPT • JQUERY • NODE.JS • EXPRESS.JS • MYSQL • MONGODB • HTML • CSS

EDUCATION

- *Columbia University* NY Full-Stack Web Development, Jan 2019 – Jul 2019
- *LaGuardia College* NY Certificate in HTML & CSS, Sep 2018 – Dec 2018
- Bachelor's degree in Hospitality and Tourism, AmSU 2003 – 2008

WEB DEVELOPMENT PROJECTS:

- Developed an e-commerce website for a new business (plant shop) in Brooklyn in a group of 5 web developers using React, Redux, Context API and MongoDB.
- Created a memory game on an individual project using JavaScript & React.
- Built a Node app on an individual project that listens to your commands and performs a search for a movie, song or concerts of a specific artist.
Technologies used: Node.js, Axios, Moment.js and Spotify API.

WORK EXPERIENCE

Career Change NYC

To Web Development / March 2017 – present

Raising a child

- Received 2 Web Development Certificates from Columbia University and LaGuardia College while raising a daughter.

Corporate Applications FCm Travel Solutions, NYC

Support Analyst December 2015 – March 2017

- Provide 2nd level support to internal clients by taking ownership of support cases and providing leadership and coordination to achieve the resolution of issues, sometimes involving multiple corporate applications

systems

- Work closely with other internal technology and operational teams on resolving issues
- Open and manage cases with third parties (SABRE, Concur and other) in order to solve problems
- Resolve problems and act as an escalation and coordination point for incidents related to affected services
- Provide expert advice and support to 1st level support teams
- Support team members on any issues they may face in support related topics
- Provide monthly web training for external clients on how to manage their profiles in the client portals and complete a booking

Corporate FCM Travel Solutions, NYC
Travel Consultant February 2014 – December 2015

- Help companies map out travel arrangements for their employees using my comprehensive industry knowledge, while following each company's travel policy
- Keep travelers' profiles accurate and up to date
- Provide customer support in Concur Booking Tool troubleshooting
- Monitor existing bookings for last minute schedule changes, air cancellations, and assist with rebooking procedures

Assistant Liberty Travel, NYC
Team Leader / September 2010 – February 2014
Vacation Expert

- Provide excellent customer service by making professional, accurate, cost effective travel arrangements for clients
- Proactively market, sell and consult with clients in regards to tour, cruise, air, car and hotel products and all other related services
- Provide full support to Team Leader in conducting successful store management
- Handle clients' complaints and problems in a professional and timely manner

PERSONAL QUALITIES

Multi-tasker • Responsible • Honest • Hardworking • Detail Oriented • Enthusiastic •
Friendly • Team Player

REFERENCES are available upon request