NMD

Nicole MacDougall

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Web Developer / Graphic Designer
Creative • Motivated • Detail Oriented

Technical Proficiency
Platforms: Mac OSX+ and Windows XP / Vista / 8/8.1
Applications: Adobe Illustrator CC, Photoshop CC, FTP, Eclipse, PHP-Storm, WebStorm, Sublime Text, Microsoft Office 2013, Virtualization, RubyMine, and Visual Studio
Languages: HTML, CSS, Java, Visual Basic, Oracle, SQL/MySQL, SQLite, PHP, Javascript, jQuery, AngularJS, NodeJS, and Ruby
Frameworks: Bootstrap, Foundation, CodeIgniter, RubyOnRails, and ASP.net
CMS: Wordpress and Drupal

Education
2013-present Nova Scotia Community College, Halifax, Nova Scotia
Web Programming concentration (Expected graduation June 2015)

2006-2008, Centre for Arts & Technology, Halifax, Nova Scotia Diploma in Graphic & Digital Media Design

Experience
2005-Present , Web Support & Customer Service Representative
Quill.com Contact Centre, Lr. Sackville, Nova Scotia
Quill.com is an e-retailer of office products. We handle items ranging from standard supplies such as paper, ink and toner, to the obscure office needs such as pet treats, industrial cleaners, and children's toys.

Job Responsibilities
- Respond to customer e-mails/chats
- Process credits on items returned to the warehouse
- Process web orders. This could include calling a customer for more information
- Answer phone calls and handle issues including but not limited to returns, accounting problems, website navigation, and general product information

May - June 2014, Intern - Shadowed Quality Assurance Analyst
Quill.com, Lr. Sackville, Nova Scotia
Participated in finding bugs within the site re-branding, sat in on meetings and provided feedback to help further the project. Also, was able to attend the launch of the new site. Assisted in reporting bugs, and running automation scripts at this time.

2004 - 2005, Assistant Manager
San Francisco Gifts, Bedford, Nova Scotia (location closed)
Experience with customer service, managing a team of 3-5 employees and working with the public.

Volunteer
2011 & 2013 IWK Telethon

References - Available Upon Request