

About

I am a developer who specializes in building web applications using JavaScript, React/Redux, Express, and other modern web tools. I have previous experience on the operations team at a tech startup, and I have since developed a passion and skill-set for the technical side.

Technical Skills

Proficient: JavaScript | React | Redux | REST API | HTML5 | CSS3 | Git

Exposure: Node.js | Express | SQL | PostgreSQL | MongoDB | socket.io

Professional Experience

Customer Operations Specialist | Monzo Bank (mobile app) | Las Vegas, NV

October 2019 - August 2020 | Las Vegas, NV

- Handled all customer operations tasks (verifying identity, providing bank statements, etc) and helped manage our exponential growth (2 million users from the time I started to over 4 million users)
- Proactively spotted patterns in the actions of customers, identifying where we could change our processes, tools, or product to improve their experience
- Investigated and resolved 50+ complex payment or product-related issues per day
- Utilized Agile methodologies. Participated in daily stand-ups to review goals and progress
- Regularly communicated with colleagues from every department through Slack
- Utilized Notion to keep track of assigned tasks and projects

Strategic Services Assistant | Clark County Water Reclamation District | Las Vegas, NV

May 2015 - October 2019 | Las Vegas, NV

- Supported the Assistant General Manager in the daily operations and management of the government wastewater treatment facility
- Represented CCWRD at public board meetings conducted by the county and shared information with the community about current and upcoming projects
- Created and directed a video advertisement for a campaign that was played on the scoreboard at every Las Vegas Aviators baseball game
- Communicated and collaborated with all departments to coordinate projects

Recent Work

Millody: Millody is a social networking app for up-and-coming musicians that provides various tools for career growth. Our mission is to create a culture of mutual support between amateur artists/producers and help them advance their careers by providing a platform that encourages networking and collaboration. We also provide paid services such as audio mixing/mastering and music promotion.

This app was built with the MERN technology stack. I used Node and Express to build out the backend APIs, and I used React for the frontend with Redux to manage the state. I utilized socket.io to create web sockets that allow for real-time direct messaging within the app. I also utilized the SoundCloud and YouTube APIs to allow users to post their music, and the Cloudinary API to allow users to upload custom profile avatars. Furthermore, I integrated PayPal Checkout to process customer payments for the services that Millody provides.

Education

PunchCode | Full-Stack Software Development Bootcamp

2020 | Las Vegas, NV

Harvard's CS50 | Introduction to Computer Science

2020 | edX Online

University of Nevada, Reno | B.S. Community Health Sciences

2018 | Reno, NV