

# ADRIANA NINO

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Certified in Full Stack Development from the University of Texas starting in August, I am a seasoned customer service professional with a passion for process improvement and team collaboration. My experience includes verifying insurance benefits in a dental office, supporting order fulfillment at WHOOP, and leading a customer service team at H-E-B, where I earned multiple performance awards. Known for my analytical skills and dedication, I am now eager to apply my technical and customer service expertise to a software development role.

## EXPERIENCE

### August 2023 - Now

Business Associate | Heartland Dental

Working as a front desk associate greeting patients as they enter the office. Providing helpful services by verifying dental benefits with insurance companies.

### January 2019 – August 2024

Healthy Living Customer Service Lead | HEB

Analyzed data to predict sales for future and current projects. Created ideas to improve and maximize the abilities of the team and department.

### January 2022 – May 2022

Order Fulfillment | WHOOP

Provided information for members regarding orders or returns. Brainstormed with team on improvements by providing feedback for any ongoing issues. Communicated with fulfillers to get specific details for orders approved.

## EDUCATION

### Feb 2024 – Aug 2024

Full Stack Development | University at Texas – Austin Bootcamp

## SKILLS

- Front-End Development
- Back-End Development
- Zendesk
- Salesforce
- Shopify
- Stripe
- Problem-Solving
- Communications
- Leadership
- Active Listening
- Customer Service