

## **Nancy Ramirez**

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Indianapolis, IN

### **OBJECTIVE**

Highly driven software development graduate with proven leadership and interpersonal skills seeking a Full Stack Developer position to demonstrate analytical and programming abilities.

### **EDUCATION**

Ivy Tech Community College, Indianapolis IN

Associate of Applied Science (AAS), Software Development

5/2016

GPA 3.7, Cum Laude

### **RELEVANT COURSES**

- Software Development Visual Basic  
Designed programs using a modular approach involving task oriented program functions by selecting forms and controls, assigning properties, and writing code.
- Systems Analysis and Design  
Analyzed, designed, and managed the development of enterprise-scale information systems solutions incorporating organizational and global project management practices such as System Development Life Cycle (SDLC) using Waterfall model and Spiral model.
- Mobile Application Development  
Developed applications for both Android phones and tablets while incorporating Software development lifecycle using Android Studio platform.
- Web Site Development  
Developed Web sites using Hypertext Markup Language and Cascading Style Sheets while hosting these on allocated server using FileZilla Server software.
- Client-Side Scripting Language  
Developed web pages using JavaScript to generate dynamic web page content.
- Project Management  
Analyzed and implemented Agile and Six Sigma methodologies to computer systems.  
Used management software such as project professional 2013 and Visio Professional to document and demonstrate project objectives.

### **COMPUTER LANGUAGES**

- |              |          |
|--------------|----------|
| • HTML       | • VB.NET |
| • CSS        | • JAVA   |
| • JavaScript | • JQUERY |
| • SQL        | • C#     |

### **BILINGUAL**

- Spanish: Native Language
- English: fluent (speaking, reading, writing)

## **WORK HISTORY**

### **Photographer**

3/2010-11/2012

*Lifetouch National School Studios, Indianapolis, IN*

- Take students and staff pictures.
- Set up and tear down equipment in a timely and efficient manner.
- Maintain and organize student records along payments while photographing and using companies program to save digital images.
- Awarded photographer of the Year in 2011.

### **Guest Services Supervisor**

04/2007-10/2009

*Hilton Indianapolis Hotel & Suites, Indianapolis, IN*

- Promoted to Lead Agent in 2007.  
Attended leadership training to better guide the Guest Services team. Assisted the supervisor with guest solving problems and daily reports.
- Promoted to Supervisor in 2008.  
Assisted manager with employee schedule utilizing forecast sales report. Assured that new employees had adequate uniforms and team department was properly stock with tools used on a daily basis such as hotel room keys and office supplies. Amplified overall management contribution to the success of the hotel.
- Supervised employees.  
Responsible for Front Desk Agents, PBX operators, Concierge, and Bellmen's performances toward customer satisfaction. Assigned employees to specific duties while maintaining open opportunities to nurture ideas and increase daily job satisfaction.
- Hired and trained personnel.  
Conducted interviews and analyzed potential employees' application to find possible customer driven team members. Educated new recruiters on how to operate daily tasks and utilized guest services recovery tools to deliver superior customer service.
- Managed Gift Shop and its inventory.  
Identified current and future customer requirements based on sales reports. Made suggestions for new products based on customer's needs. Analyzed product sale to either continue or discontinue product. Maintained a fully stock gift shop and assure that orders placed were delivered correctly.

## **VOLUNTEER EXPERIENCE**

### **Translator**

10/2014-present

*Our Lady of Greenwood School, Greenwood, IN*

- Assist parents and students with English as second language.
  - Currently attend events such as Open House to assist potential families that plan to join. Attend parent-teacher conferences to discuss students' progress, concerns, and ways to continue to improve. Previously, helped students with homework to improve vocabulary and better reading comprehension.