

PAMELA CLEVELAND

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LinkedIn: <https://bit.ly/3sGwuDO> | Portfolio: <https://bit.ly/3Pyjfi3> | GitHub: <https://bit.ly/38FKTzt>

SUMMARY

User-Focused Web Developer with advanced skills in HTML, CSS, and JavaScript, leveraging a background in psychology and customer service to provide unique perspectives on how end-users interact with websites and software platforms. Earned a certificate in Full Stack Web Development from the UNC Charlotte Coding Boot Camp. Innovative problem-solver passionate about developing apps focused on mobile-first design and development. Strengths in creativity, teamwork, organization, and building projects from ideation to execution.

TECHNICAL SKILLS

[Credly.com](https://credly.com) | <https://bit.ly/3IGCdFP>

Languages: HTML5, CSS3, JavaScript

Applications: git, React, MySQL, Sequelize ORM & Mongoose ODM, NoSQL (MongoDB), Node.js, MERN, Progressive Web Applications, Object-oriented Programming, Express.js, Data Structures, Database Management, Client-Side Storage, APIs, Big O, Algorithms, Agile, Bootstrap, Handlebars.js

PROJECTS

Book Search Engine | <https://bit.ly/3FWG4Ym> | <https://limitless-sea-64444.herokuapp.com/>

- Summary: A Google Books API search engine built with a RESTful API, refactored to be a GraphQL API built with Apollo Server.
- Role: Refactor / Backend
- Tools: React, Node, Express, MongoDB, JWT, GraphQL, Apollo, Mongoose, Heroku

Tech Blog | <https://bit.ly/3My4NVt> | <https://secure-sands-16724.herokuapp.com/>

- Summary: A CMS-style blog site similar to a WordPress site, where devs can publish their blog posts and comment on other devs' posts.
- Role: Sole author
- Tools: MySQL2, Sequelize, Bcrypt, Handlebars, Express-session, Connect-session-sequelize.

Budget Tracker | <https://bit.ly/3Ng9QHo> | <https://polar-hollows-87169.herokuapp.com/>

- Summary: A budget tracker with offline functionality
- Role: Refactor
- Tools: Indexed DB, service worker, MongoDB Atlas

EXPERIENCE

Customer Service Specialist 2022-Current

LaSalle Network/WEX Benefits Nashville, TN

- Answered customer questions about policies and procedures with friendly and knowledgeable approach.
- Maximized satisfaction by anticipating needs and consistently offering expert support.
- Used Okta to retrieve and input necessary customer information and interactions.
- Assisted callers with navigating corporate website and self-service options.

Server 2015-2020

CharBar No. 7 Greensboro, NC

- Served customers from all areas of the world in a fast-paced, high-energy family dining restaurant.
- Ensured customer satisfaction by remaining accessible, professional, and courteous.
- Collaborated across departments to provide high-quality customer service.
- Organized large parties' reservations and special requests efficiently.
- Established and maintained positive relationships with customers by utilizing industry knowledge to answer their questions and assist them in making choices that suited their needs.
- Trained new employees and helped management create training guides and procedures.

EDUCATION

Boot Camp Certificate: Coding: Full Stack Web Development – UNC Charlotte, NC
2021-2022