

# Michelle Owens

Software Engineer

Atlanta, GA | (678) 791-6929

MichelleOwens.com | github.com/M- java86 |www.linkedin.com/in/michelle-owens-b57945199

Creative software engineer with the ability to pick up new languages and technologies as needed. Prior to being a software engineer. I worked as a Researcher collecting , organizing, and analyzing opinions and data to solve problems, and explore issues.

## Software Development Skills

- Debugging, JavaScript, Python, Node.js, React, Express, Redux, RESTful API, PostgreSQL, Sequelize, Bootstrap, Flexbox AWS, React Native, HTML, CSS

## Education

Southern New Hampshire| B.A. in Fashion Design |Manchester,NH

June 2017 – Current

DigitalCrafts | Certificate in Software Development | Atlanta, GA

August 2019 – December 2019

- Software engineering training program covering full-stack development including, but not limited to JavaScript, Python, including an emphasis on cutting-edge frameworks like React/Redux and server-side technologies including Node.js, Express, and PostgreSQL.

## Software Development Portfolio

DigitalCrafts| MichelleOwens.com | github.com/M-Java86

August 2019 – December 2019

- Personal Portfolio Project: HTML, CSS, JS, Bootstrap
- Team API: HTML, Css, Web APIs, command line interface and React
- Back-End Web Development: Databases, Node.js, Express and npm modules.

## Professional Work Experience

Costar Realty Group |Community Researcher| Atlanta, GA,

January 2017 – July 2019

- Customer Service caller to apartment properties to research current and upcoming availabilities.
- Successful in overcoming objections over the phone while building a positive rapport with leasing agents.
- Top researcher helping to raise currency towards company goal.

Baker & Associates| Customer Service Representative | Atlanta, GA

March 2010 – December 2016

- Maintain contact with customers and update them on the status of their accounts including debits and credits.
- Identify and resolve customers' problems and inquiries.
- Perform general accounting functions and ensure fulfillment of accurate and timely reporting.

Vital Recovery Services | Customer Service Representative| Norcross, GA

February 2008 – March 2010

- Answered customer's questions and addressed problems and complaints in person and via phone.
- Helped customers select arrangements that best fit their personal needs.
- Built customer confidence by actively listening to their concerns and giving appropriate feedback.
- offered direction and gave constructive feedback to motivate team members.