

Rachel Uyeda

rachel.haru9@gmail.com ❖ 626-417-8544 ❖ California

<http://github.com/rachelharu>

<http://rachels-portfolio.vercel.app/>

PROJECTS

game lookup – HTML CSS Javascript

- a video game wiki app to search for info about your favorite games using data acquired from an API.

SKILLS

- **Skills:** Full Stack Web Development specializing in MERN stack MongoDB, Express, React, and Node.js.
 - **Leadership Skills:**
 - Oversaw the development of multiple college projects as group leader.
 - Led teams of 4 to success and received high marks on projects.

WORK EXPERIENCE

Advanced Tech Support/OSTCS

Help Desk Technician.

Covina, CA

- Resolved customer issues with computer hardware, software, and connectivity by identifying the problem and providing a solution.
 - Partnered with Level 2 and 3 help desk technicians located around the US to resolve complex issues that required further escalation.
 - Increased customer satisfaction by 25% by resolving issues in a timely manner and maintaining a high degree of customer service.
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