**Rachel Uyeda**

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**Links:**

<http://github.com/rachelharu>

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

**PROJECTS**

snack attack – **e-commerce app –** Express.js, Node.js, MongoDB

* An e-commerce shop app with a shopping cart and product display along with an admin panel featuring product CRUD capabilities, and security/authentication login & sign up.

<https://github.com/rachelharu/ecomm-app>

game lookup – **video game wiki** – HTML, CSS, Javascript

* A wiki style app to search for info about your favorite games using data acquired from an API with a modern minimalist user interface complete with text animations.

<https://github.com/rachelharu/game-wiki-project>

**SKILLS**

* Languages: HTML, CSS, and Javascript.
* Frameworks and libraries: Express.js, React, and Node.js.
* Databases: MongoDB

**WORK EXPERIENCE**

**Advanced Tech Support/OSTCS**

*Help Desk Technician.*

*Covina, CA*

* Resolved customer issues with computer hardware, software, and connectivity by identifying the problems and providing solutions.
* 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 resolving issues in a timely manner and maintaining a high degree of customer service.