

LANGUAGES

HTML
CSS
JavaScript
Python
SQL

PROFESSIONAL SKILLS

Bootstrap
MaterializeUI
Sass

jQuery
TypeScript
Express
Node.js
Sequelize
MongoDB
Mongoose
React
JSX

Agile Development
Test Driven Development
Git
Postman
RESTful APIs
Heroku
AWS

PERSONAL SKILLS

Reliable and professional
Organized
Time management
Team player
Fast learner

CONTACT

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SOCIAL

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RACHEL CAMPBELL

FULL STACK WEB DEVELOPER

SUMMARY

Full Stack Web Developer leveraging a background of 5+ in Customer Service and Fine Arts. Proficient in modern HTML, CSS, and Javascript along with many libraries and frameworks. Excellent problem solver who thrives in a team environment. Strengths in sticking with difficult problems, design, and communication.

WORK EXPERIENCE

CUSTOMER SERVICE (ESCALATIONS)

Comcast | May 2019 - October 2020

- Responsible for providing 'white-glove' service to influential Xfinity clients
- Managed individual client accounts
- Sourced critical problems and worked with Spec Ops to resolve them
- Responsible for monitoring multiple communication sources i.e. Phone, Email
- Maintained a Twitter report to proactively catch, resolve, and reduce client issues

XFINITY MOBILE CUSTOMER SERVICE

Comcast | April 2018 - October 2020

- Responsible for educating customers on mobile products
- Assisted in trouble shooting cellular software
- Managed multiple communication sources i.e. Phone, Email, Twitter
- Worked and resolved long-term problems customers experienced
- Resolved advanced mobile number porting issues in back-end systems

EDUCATION

FRONT END WEB DEVELOPMENT, CERTIFICATE

University of New Hampshire | 2020
MERN Stack

NOTABLE PROJECTS

ASCENT SOBRIETY
Codebase:
<https://github.com/relizabet/dry-coders>

Deployed:
<https://ascent-sobriety.herokuapp.com/>

SOBRIETY API
Codebase: https://github.com/relizabet/Sobriety_API

Deployed:
<https://dashboard.heroku.com/apps/desolate-caverns-92812>