RAVEN HUNTER

FULL STACK WEB DEVELOPER

DETAILS

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1020 Quash ST
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SKILLS

RESTful APIs

System Troubleshooting

Data Analysis

Creative Solutions

Clean Code

JavaScript

MySQL

MongoDB

Node.js

React

PROFILE

Dynamic professional with 13+ years in sales and customer service, now transitioning into web development. Completed Rice University's Coding Bootcamp, gaining hands-on experience in React, Node.js, JavaScript, Express, and RESTful APIs. Merges technical skills with proven retail expertise to build user-friendly, efficient applications. Passionate about clean code, improving workflows, and delivering creative, business-driven solutions that generate measurable results.

EMPLOYMENT HISTORY

Customer Service Representative, Conduent Solutions/ Aetna Medicare
Chesapeake

Sep 2022 — Aug 2024

- Resolved customer inquiries promptly to boost satisfaction
- Processed medical claims and verified benefits, ensuring HIPAA compliance
- Assisted clients with applications and eligibility, building strong relationships

Jewelry Consultant, Zales The Diamond Store
Newport News

Jul 2019 — Sep 2021

- Advised customers, processed sales, and managed custom orders
- Trained new hires and improved team communication
- Priced jewelry and boosted sales through promotions and service

Sales Coordinator, Movado Company Store

Jul 2018 — Jun 2019

- Managed client inquiries, appointments, and account strategies to drive revenue
- Improved training, team performance, and sales techniques
- Boosted client loyalty through upselling and personalized service

Customer Support Manager, ALORICA
NEWPORT NEWS

Aug 2018 — Mar 2021

- Resolved complex customer issues by troubleshooting and analyzing user problems, utilizing test scripts and effective questioning
- Coordinated with vendors to source replacement components and conducted thorough investigations for lost or stolen packages, ensuring timely communication and support for customers

Merchandise Support Associate, Macy's

Apr 2015 — Jan 2016

- Managed client inquiries, accounts, and appointments while improving training programs and team performance.
- Boosted customer loyalty through upselling, service, and relationship building.

Stylist Sales Associate, Michael Kors
Nov 2014 — Jan 2016

- Boosted sales through strategic merchandising and inventory selection
- Advised clients on products, building lasting relationships
- Supported daily operations and maintained product displays
- Surpassed credit and featured product sales targets

Sales Manager, Forever 21

Nov 2012 — Aug 2015

- Assisted customers and optimized merchandise displays
- Drove sales through training and management strategies
- Maintained store appearance and supported checkout
- Trained new team members on service and procedures

Cashier, Clerk, Customer Service, Precise Auto Sounds

Jun 2010 — Feb 2012

- Trained new hires and supported management
- Resolved customer inquiries and maintained sales floor
- Handled transactions and prepared pricing info

EDUCATION

certificate, Rice University

Dec 2024 — Jun 2025

Completed Rice University's 6-month Full Stack Web Development Bootcamp with a B+. Gained practical skills in JavaScript, React, Node.js, and databases. Built projects using Git and Agile, honing problem-solving and teamwork.

High School Diploma, Bethel High School   Hampton

Sep 2008 — Jun 2012

certification, IMB Web Development

Jun 2025 — Jun 2025

Comprehensive course covering HTML, CSS, JavaScript, and front-end frameworks. Completed hands-on projects building responsive sites, working with APIs, and deploying apps. Earned a certificate validating web development skills and coding experience.