

## EDUCATION

### DevPoint Labs : Salt Lake City, UT

July 2016

- Gained proficiency in multiple languages and technologies by studying 60+ hours per week over 11 weeks
- Led team that designed and built web app, Snowbuddies, that won 2nd in code competition
- Ideated and built capstone project, someThere, in 3 weeks

#### PROJECTS:

- > someThere: developed using Ruby on Rails, ReactJS, Redux, Materialize, jQuery, and Ajax, and multiple APIs with a postgresql database. Hosted on Heroku. Matches users who are relocating with a neighborhood that will feel most like home in their new city.
- > Snowbuddies: Developed using Ruby on Rails, Paperclip, and Bootstrap. Helps skiers and snowboarders find friends to plan trips up the mountain.

### Utah Valley University : Orem, UT

Class of 2014

- Bachelor of Arts in General History, GPA: 3.5

## EXPERIENCE

### Teaching Assistant

Jul 2016 - Present

#### DevPoint Labs : Salt Lake City, UT

- Maximized students' understanding of Ruby on Rails, JavaScript, ReactJS, HTML and CSS through personal mentorship
- Led Meetup events focused on HTML5 and CSS3

### Assistant to Regional Vice President /Events Coordinator

Oct 2014 – May 2016

#### Farm Bureau Financial Services : Salt Lake City, UT

- Increased event registration by 30% while reducing agent burden by 45 hours per month by creating and maintaining event registration webpages using WordPress
- Increased management's visibility into productivity by automating region-wide reporting
- Reduced spending 10 % to balance regional budget by renegotiating vendor agreements and increasing vendor event funding.

### Sales Associate

Aug 2013 – Feb 2014

#### Restoration Hardware : Seattle, WA

- Completed largest sale (\$68k) in gallery's 5 year history in first two months of employment
- Consistently among weekly top 5 sellers (of 20) with distinction for communication and customer satisfaction
- Exhibited keen attention to detail by creating or maintaining distinct aesthetic in client projects
- Consulted new, repeat, and high-profile clients on design projects ranging from single rooms to entire homes

### Customer Service Specialist/App tester

Oct 2010 – Jul 2011

#### AppTime : Orem, UT

- Improved UX by identifying 50+ bugs per day and coordinating resolution with development team
- Managed 200+ client accounts by initiating contact with existing customers to ensure their satisfaction
- Resolved customer complaints with high level of success; had many customers ask for me by name
- Used strong communication and interpersonal skills to retain 20 previously dissatisfied customers
- Analyzed customer feedback data to identify trends and recommend improvements for applications

### Customer Care Specialist

Jan 2010 – May 2010

#### Caden Pest Control : Orem, UT

- Retained more than 15 clients and satisfied many others by listening and patiently resolving concerns
- Demonstrated flexibility by adapting to constantly changing needs of a start-up
- Independently identified process and policy inefficiencies and implemented changes
- Managed 50+ databases in MS Excel

### Internal Help Desk Coordinator - Systems Administration

Jul 2009 – Nov 2009

#### ServiceMaster : Memphis, TN

- Quickly assessed and resolved customer service issues of internal clients in a fast paced environment
- Established myself as a quick learner by rapidly gaining knowledge of proprietary software applications
- Effectively handled multiple assignments ranging from data analysis to customer service simultaneously