# MELANIE ROBERTS

## JUNIOR WEB DEVELOPER

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GitHub: https://github.com/robertsmelanie | LinkedIn: https://www.linkedin.com/in/robertsmelanie/

## PROFESSIONAL SUMMARY

Junior Web Developer seeking an entry level position. Recent graduate of Commonwealth Coders, an intensive 16-week training which teaches front-end web developer skills.

## RELEVANT EXPERIENCE AND SKILLS

- Commonwealth Coders: HTML, CSS, Responsive Design, Accessibility, JavaScript, Python, Git, Github, VS Code, APIs and Bootstrap.
- Google Data Analytics Certificate and other online learning: SQL, Advanced Excel, R, RStudio, Python, Tableau, IBM Cosmos, and Google BigQuery
- Digital Marketing - Keyword research, google analytics, PPC marketing, SEO, email marketing and social media marketing
- UX/UI (User experience/interface) volunteer and paid experience beta testing, evaluating usability and debugging websites, applications, and products.
- Other relevant skills: Trello, Jira, ClickUp, Slack, XML, Microsoft Office: Word, Excel, Access, Visio, Outlook and PowerPoint, Visual Basic Studio, critical thinking, troubleshooting, problem-solving, active listening, leadership, collaboration, communication, and customer service skills, public speaking, teaching
- Past personal projects include:
    - Niche Blogs - WordPress, Drupal, digital marketing some CSS and PHP
    - WKU Ceres website: HTML basic design CuteFTP
    - Agriculture Education Final Presentation – "How & Why to Create a Website with Frontpage for Your Farm or Business"

## WORK EXPERIENCE

**Work at Home Care Assistant**, Monticello, KY                                            *January 2012 - Present*
- Took time off to help parents and relatives with emergent health and medical needs.

**Service Desk Specialist**, Science Applications International Corporation, Oak Ridge, TN
*2005 - 2012*
- Provided concurrent tech support through calls, emails, and web tickets.
- Worked on following contracts:  National Institute of Health (NIH), Alyeska, Managers of trans-Alaska pipeline, Toyota Motor Sales (TMS)and DHS ICE Department of Homeland Security Immigration and Customs Enforcement (DHS ICE)
- Remotely accessed computers to troubleshoot hardware and software issues.
- Obtained requisite Certificate of Public Trust for DHS ICE Technical Support Desk position.
- Provided overnight technical support to American embassies, consulates, and international airports all over the world for DHS ICE
- Rotated as Outage Coordinator responsible for contacting correct group or individual in the event
- of a technical emergency and passing on pertinent information to the next shift

## EDUCATION

**Western Kentucky University**, Bowling Green, KY
 *Bachelor of Science - Agriculture*
 Minor in *Computer Information Systems*

*Google Data Analytics Certificate*

**Commonwealth Coders of Kentucky**, *Web Development*
*December 2022*