

# Sabrina Wood

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A detail-oriented full-stack web developer with experience in JavaScript, HTML, React, and database management, and a passion for building scalable, user-friendly applications. Skilled in creative innovation and leveraging problem-solving from many years of customer service experience to develop web solutions that streamline workflows and enhance user experience.

## EXPERIENCE

### **CareerFoundry, Online** — *Certificate in Full-Stack Web Development*

NOV. 2023 - FEB. 2025

- Dedicated my time to hands-on learning and projects, and building communication with professionals in the industry

### **Allred Heating and Cooling, Auburn, WA** — *Service Dispatcher/Customer Service Representative*

OCT. 2021 - OCT. 2023

- Scheduled service appointments, addressed customer inquiries, and resolved customer complaints from incoming calls, emails, and text messages via multiple platforms
- Created and maintained step-by-step instructions with screenshots to assist coworkers with different company projects, new processes, and responsibilities to ensure customer satisfaction and consistent customer service
- Acquired knowledge of HVAC products and services to proficiently dispatch the appropriate team members, build estimates for recommended repairs from technicians, order the parts for scheduled repairs, and provide informed assistance to customers and technicians

### **Fountain Court Senior Living, Maple Valley, WA** — *Receptionist*

JUNE 2021 - OCT. 2021

- Acknowledged and welcomed guests, answered incoming calls, and assisted in events to ensure resident and guest satisfaction
- Maintained accurate records of paid invoices and receipts

### **Style Lounge Salon, Maple Valley, WA** — *Receptionist*

DEC. 2018 - MAR. 2020

- Scheduled appointments, addressed customer inquiries, and resolved customer complaints from incoming calls, emails, and text messages via multiple platforms
- Established and maintained Facebook and Instagram accounts to improve online presence, offer additional communication channels, and promote sales and products

## SKILLS

### **Front-End:**

HTML, CSS, JavaScript, TypeScript

React, Angular, Bootstrap, SASS/SCSS, jQuery

Responsive design, modals, and touch interaction

React Native, Exo

UX/UI (user stories, user flows)

### **Back-End & Databases:**

Node.js & Express

APIs (JSON, RESTful, Postman)

AWS, Google Firestore, Heroku

PostgreSQL, MongoDB

### **Other:**

Git/GitHub

Android Studio

Google Drive/Gmail

## EDUCATION

### CareerFoundry, Online — *Certificate in Full-Stack Web Development*

NOV. 2023 - FEB. 2025

- Project-based training program focused on JavaScript, HTML, CSS, and prominent libraries, frameworks, and tools
- 500+ hours of hands-on training with guidance from 2 industry experts

## PROJECTS

### Mayoral Campaign Site — *Personal project, Apr. 2025 - In Progress*

- Developed a single-page, responsive web application to promote a family friend's mayoral campaign and allow users to learn more about the campaign and contact him for more details
- Tools Used: HTML, CSS, Web3Forms
- Live Site: <https://steveoliver.netlify.app/>

### Django Recipe App — *CareerFoundry project, Nov. 2024 - In Progress*

- Developed a web application with multiple users and an admin panel, using Python-based Django framework that aims to allow users to create and modify recipes containing ingredients and a cooking time, search for recipes by ingredient, and a difficulty parameter automatically calculated by the application
- Tools Used: HTML, CSS, Python 3.6+, Django (version 3), PostgreSQL

### myFlix Angular App — *CareerFoundry project, Nov. 2024 - In Progress*

- Developed myFlix Angular, a single-page responsive Angular application for movie enthusiasts to access and save information about different movies that supports an existing server-side REST API and database
- Tools Used: Angular (version 9 or later), Node.js, npm package, Angular Material

## CERTIFICATES

[Customer Service](#)

[Course](#), Contractor

University - May 2023

[Full-Stack Web](#)

[Development Program](#),

CareerFoundry - Nov.

2023 - Feb. 2025

## LANGUAGES

English, ASL