Sahara Tijol

Software Developer

Personal Info

Email

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Phone

(210) 508-7155

LinkedIn

https://www.linkedin.com/in/stijol

GitHub

https://github.com/saharatijol

Technical Skills

HTML and CSS

Javascript

Bootstrap

Git/Github

Jquery

API integrations

MySQL

Java SE

Java EE (Servlets, JSP)

Object oriented programming

Test Driven Development

MVC architecture

Spring Boot framework

Exposure to

Reactjs

Nodejs

Express js

Gatsby

I am a dynamic, accomplished ten-year veteran respected for delivering technical support and customer service across diverse range of industries, including eCommerce technology platforms and Healthcare, among others. As I build my career in Software Development, this diversity in work experience brings transferable skills - like problem-solving, the ability and curiosity to learn new technology stacks quickly, critical thinking, and effective communication with clients and coworkers.

Development Projects

- 01/2021 **ChowNow**

A collaborative project of three team members where we built an application that allows users to search for recipes based on the list of ingredients they have in their own home. They can also create, edit and delete their own recipes for everyone to see.
Languages : HTML, thymeleaf, Java Spring, Javascript, jQuery, Bootstrap

- 09/2020 **Movie Bin App**

A CRUD-based application that allows users to manage their watchlist Movie Bin by pulling in data about their favorite movies using themoviedb.org's API. We also used a mock JSON server from Glitch which serves as the database for the user's watchlist.
Languages : HTML5, CSS3, Bootstrap4, JavaScript, REST APIs, themoviedb.org API.

- 08/2020 **Weather Map App**

An application that pulls a five-day weather forecast using OpenWeather API, giving users the ability to get weather details for any location on the map in real-time.
Languages: HTML5, CSS3, Bootstrap4, JavaScript, jQuery, REST APIs, OpenWeather API, MapBox API.

Military Experience

05/2012 **United States Navy (Active Duty Military)**
- 06/2016
Aircrew Survival Equipmentman, Lemoore, CA

- Commended by supervisor for the ability to resolve problems when first reported, avoiding escalation or life-threatening mishaps.
- Chosen to mentor and train newly recruited sailors to enhance work center productivity and mission readiness.
- Performed quality checks, tested, and repaired pilot survival gear both before and after flight operations.
- Conducted daily inspections/maintenance on emergency survival equipment installed aboard the aircraft.
- Reviewed and updated hazardous material inventories for aircraft and man-mount life support emergency systems.
- Collaborated with pilot and aircrew to identify needs and ensure mission success while fulfilling military protocols.

Professional Experience

11/2019 - 05/2020	**Blackbaud - Customer Support Associate** *Robert Half Staffing Agency, Austin, TX* • Trained and proved ability in establishing great rapport and trust, and asking probing questions in order to accurately identify the customer's issue and seize any opportunity to sell products/services which accommodate the customer's needs. • Successfully documented all requests through the CRM (salesforce) system while adhering to all documented procedures.
04/2019 - 10/2019	**Technical Support Representative** *BigCommerce, Austin, TX* • Provided exceptional customer service while supporting more than 400+ end-users per week, ensuring quick and successful problem resolution by phone, email, and real-time support chat interface for clients around the world. • Improved end-user efficiency by increasing instances of first contact resolution and proactively onboarding and advising customers on eCommerce best practices.
06/2018 - 05/2019	**Barista** *Starbucks, Austin, TX* • Provided exceptional, personalized customer service while preparing, mixing, and serving personalized beverages with extreme attention to detail and accuracy.

Education

- 01/2021	**Codeup, San Antonio, TX** *Certificate, Full Stack Web Development* A fully-immersive, project-based, and intensive 22-week full-stack Java career accelerator that provides students with 670+ hours of expert instruction in software development.