Samantha **Allen**

# **summary**

Highly motivated and professional Full Stack Web Developer. Strong background in customer service and management. Possess exceptional communication and interpersonal skills with a proven ability to work independently and as part of a team.

# **EXPERIENCE**

mortgage servicing specialist, cibc

fredericton, Nb **|** apr 2022 - present

Assisting clients with mortgage changes ie. payment date and/or payment amount. Building client rapport. Provide solutions that benefit clients situation. Pre Qualifying clients for new mortgages or refinancing. Set up property tax on mortgage amount.

benefit specialist, American income life

Winnipeg, mb **|** jun 2021 - feb 2022

Educating clients on life insurance and accident and sickness benefits available through union. Build benefit packages tailored to their needs. Service existing clients regarding benefits.

52 Chatham Ave, Oromocto, NB, E2V 2S3 **|** 604-349-8535

[samanthaamiraallen@gmail.com](mailto:samanthaamiraallen@gmail.com) **|** www.linkedin.com/in/samantha-allen-51199b96

assistant general manager, baijiu

Edmonton, ab **|** oct 2019 - jun 2021

Managed staff, solved staff disputes and provided coaching. Administrative support ie. emails, answering phone, managing reservations, scheduling. Providing positive guest experiences. Opening / closing duties including setup and shut down of restaurant. Cash handling ie. tips and payments. Key holder.

assistant manager, browns social house

Edmonton, ab **|** apr 2019 - oct 2019

Managed staff, solved staff disputes and provided coaching. Administrative support ie. emails, answering phone, managing reservations, scheduling. Providing positive guest experiences. Opening / closing duties including setup and shut down of restaurant. Cash handling ie. tips and payments. Key holder.

server/trainer/supervisor, brewbakers

fredericton, nb **|** may 2017 - nov 2018

Providing positive guest experiences. Answering phones and booking reservations. Manage staff and trained new staff in server/bartender positions. Opening / closing duties including setup and shut down of restaurant. Cash handling ie. tips and payments. Key holder.

server/trainer/supervisor, Match eatery & public house

new Westminster, bc **|** nov 2015 - apr 2017

Providing positive guest experiences. Answering phones and booking reservations. Manage staff and trained new staff in server/bartender positions. Opening / closing duties including setup and shut down of restaurant. Cash handling ie. tips and payments.

server/bartender, earls

vancouver, bc **|** mar 2015 - nov 2015

Providing positive guest experiences. Opening / closing duties including setup and shut down of restaurant. Cash handling ie. tips and payments.

# **EDUCATION**

university of new Brunswick

full stack web development certificate

fredericton, nb **|** oct 2023 - apr 2024

pacific audio visual institute

audio engineering certificate

Vancouver, BC **|** jan 2014 - jan 2015

**Technical skills**

HTML **|** CSS **|** JAVASCRIPT **|** JQUERY **|** BOOTSTRAP **|** NODE.JS **|** OOP **|** EXPRESS.JS SQL **|** ORM **|** MVC **|** NOSQL **|** PWA **|** REACT **|** MERN **|** STATE **|** APIS

# **references**

elcar buhay **|** 204-998-3559

supervising agent, american income life

natasha trowsdale **|** 780-233-2508

general manager, baijiu

ellen mitchell **|** 780-222-9174

kitchen manager, baijiu