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| Sarah **Browning**  Junior Web Developer/Programmer   |  |  | | --- | --- | | **Address** New Glasgow, NS, B2H 1N9  **Phone** 902 318 7060  **E-mail** browning.sarah.a@gmail.com | GitHub https://github.com/sarah-browning  LinkedIn https://www.linkedin.com/in/sarah-browning-dev/ | |

Creative IT Web Programming student expected to graduate with Honours in June 2022. Excited to transition to web development after 15 years of success as a proven leader in fast-paced customer service. Seeking remote opportunities to build upon foundational knowledge of a variety of modern web technologies including React, Node.js, React Native, Java, Python and PHP.

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|  | **Education**   |  |  |  | | --- | --- | --- | |  | **Sep 2020 - Current** | Diploma: IT Web Programming  *Nova Scotia Community College - Sydney, NS*   * Achieved and maintained Honours through first three semesters with a 96% average (fourth semester still ongoing). * Developed and tested a variety of front-end and back-end web applications using HTML 5, CSS 3, JavaScript, PHP 8, MySQL 5, React, Node.js, React Native, Python, Swift, Laravel, AJAX, JSON, and XML technologies. * Implemented GIT version control to track updates and revisions to software code. * Designed, developed, and tested a Space Invaders clone using object-oriented programming and design principles through implementation of Java. | |

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|  | **Skills & Proficiencies**   |  |  | | --- | --- | |  | CSS / CSS 3  Good |  |  |  | | --- | --- | |  | Git / Version Control  Average |  |  |  | | --- | --- | |  | HTML / HTML 5  Very Good |  |  |  | | --- | --- | |  | Java  Average |  |  |  | | --- | --- | |  | Node.js  Average |  |  |  | | --- | --- | |  | PHP / Laravel  Good |  |  |  | | --- | --- | |  | Python / Django  Average |  |  |  | | --- | --- | |  | React.js / React Native  Average |  |  |  | | --- | --- | |  | Swift / Objective-C  Average |  |  |  | | --- | --- | |  | WordPress  Average |  |  |  | | --- | --- | |  | XML  Good | |

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|  | **Work History**   |  |  |  | | --- | --- | --- | |  | **Mar 2018 - Apr 2020** | **Work-At-Home Lead Associate/Supervisor**  *HGS Canada, New Glasgow, Nova Scotia*   * Achieved consistent 95% satisfaction rating through proactive one-call resolutions of customer issues. * Promoted to subject matter expert within 1 month of finishing training and promoted to lead associate after 4 months. * Documented customer issues, complaints, and solutions in CRM software while engaged with customer to ensure accuracy of call notes. * Maintained energy and enthusiasm in fast-paced environment. |  |  |  |  | | --- | --- | --- | |  | **Mar 2017 - Aug 2017** | **Work-At-Home Applecare Advisor**  *Concentrix, Stellarton, Nova Scotia*   * Answered average of 35 calls per shift and offered excellent customer service by actively listening to customers' needs and empathically discussing Tier 1 technical solutions. * Used ticketing systems to manage and process support actions and requests. |  |  |  |  | | --- | --- | --- | |  | **May 2014 - Mar 2017** | **Team Member/Baker**  *Tim Hortons, New Glasgow, Nova Scotia*   * Contributed to team success by working different stations to provide optimal coverage while completing jobs quickly and accurately. |  |  |  |  | | --- | --- | --- | |  | **May 2011 - Aug 2013** | **Engraving Specialist**  *Sears Personalized Gifts, New Glasgow, Nova Scotia*   * Used machines to engrave customer items with desired wording and high-quality designs on plastic, brass, steel, pewter, silver, gold, and glass materials. |  |  |  |  | | --- | --- | --- | |  | **Feb 2013 - Apr 2013** | **Acting Manager**  *Sears Personalized Gifts, Truro, Nova Scotia*   * Managed team of 6 employees, overseeing hiring, training, and professional growth of employees. | |