SERENITY SILLS

Atlanta, GA (open to relocation)

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PROFESSIONAL SUMMARY

IT Professional with experience in project management and client communication. Skilled in translating technical concepts for diverse audiences and mentoring team members. Passionate about educating and inspiring future professionals in the software development industry.

- Client Communication
- Project Management
- Mentoring/Coaching
- Web Development
- Problem-Solving
- Technical Training
- HTML/CSS
- JavaScript/Python
- Version Control (Git)

TECHNICAL PROJECTS

- Shopping Cart
- Dual Infinite Slider
- Netflix Landing Page Clone
- Food Delivery Service Landing Page

PROFESSIONAL EXPERIENCE

Omni Day Spa | Morrow, GA
Spa Manager 2022 – 2024
- Enhanced website usability and content by performing frequent updates, including optimizing user interface (UI) and user experience (UX) elements, improving site navigation, and updating content to ensure relevance and accuracy, which resulted in a more intuitive user experience and increased site engagement.
- Developed and implemented training strategies, increasing client retention by 31% in a month and boosting team productivity by 21%.
- Boosted team productivity by 21% and reduced staff turnover by implementing targeted morale-boosting strategies.
- Streamlined operational processes by introducing efficient scheduling systems and optimizing resource management, improving overall workflow.
- Designed and launched educational initiatives, boosting sales revenue and expanding client base.

Crystal Clear Creations | Savannah, GA
Director of Operations 2020 – 2022
- Engaged with clients to understand their business goals and web design needs, effectively relaying information to the web development team, resulting in improved project alignment and success.
- Implemented process improvements, reducing project turnaround time by 50% and operational costs by 17%, enhancing profitability.
- Enhanced design quality and consistency, resulting in a decrease in client complaints and improving satisfaction.
- Fostered a culture of innovation, increasing employee engagement and operational effectiveness.

European Wax Center | Savannah, GA
Trainer 2017 – 2020
- Implemented training methods, improving skill proficiency and achieving an 82% client satisfaction rate.
- Enhanced service quality consistency, boosting overall client trust and loyalty.

Wax & Wane | Savannah, GA
Wax Specialist 2015 – 2017
- Expanded service offerings with tech-driven treatments, attracting new clients and enhancing satisfaction.
- Streamlined administrative processes, improving client communication and fostering loyalty.
- Improved overall service efficiency, reducing workload and increasing client base through referrals.

Posh17 | Richmond Hill, GA
Social Media Manager 2012 – 2015
- Developed consistent content strategies, increasing social media engagement metrics by 15%.
- Expanded brand reach and perception through data-driven optimizations, resulting in higher brand visibility and follower growth.
- Addressed underperforming areas by analyzing engagement data, identifying improvement opportunities, and implementing strategies, enhancing overall social media performance.

TECHNICAL TRAINING

Path2TECH
- Completed an intensive 24-week Full Stack Developer training program, gaining hands-on experience in both front-end and back-end development technologies, including HTML, CSS, and JavaScript.
- Developed proficiency in building responsive and interactive user interfaces using popular front-end frameworks such as React.js, ensuring a seamless user experience across various devices.
- Acquired essential back-end development skills through practical training in server-side scripting with Node.js, utilizing Express.js for efficient routing and building scalable web applications.
- Demonstrated the ability to work with databases by mastering fundamental database management concepts and hands-on experience with MongoDB, ensuring effective storage and retrieval of data.
- Collaborated with peers on real-world projects, applying Agile development methodologies, version control using Git, and participating in regular code reviews, fostering a collaborative environment.

TECHNICAL SKILLS

Programming Languages: HTML, CSS, JavaScript, Python, TypeScript
Cloud Computing: Amazon Web Services, GitHub, ChatGPT
Front-End Development: React, UI/UX design principles
Software: Visual Studio Code (VSCode)
Operating Systems: Linux, Windows 10, Mac OSX, Ubuntu, Android/iOS, Windows Server 2008 & 2012
Hardware: iMac, MacBook pro, MacBook air, iPhone, iPad, Android/Samsung phones and tablets, Windows laptops, Windows Desktops, Windows servers, desktop printers, laser jet and inkjet printers, 3D printing

CERTIFICATIONS AND TRAINING

Path2TECH | nPower | 2024

<u>Certifications</u>
Obtained: Foundations of User Experience (UX) Design | Coursera • Google IT Automation with Python | Coursera