Shania Robertson

Current student looking for experience and growth opportunities.
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Experience

PetSmart – Associate Lead with Keys
08/17 – Present, Past positions include: Customer Engagement Leader, Retail Sales Associate
- Cross trained in all departments (Management, Pet Care, Stock, Grooming, Cashier)
- Creating an exceptional customer service experience
- Upkeep of merchandise presentation, fulfillment, and inventory of the store
- Grooming salon receptionist duties (appointment booking, follow-up calls)
- Well versed in animal care and husbandry (dogs, cats, birds, reptiles, and rodents)
- Achievements: PetSmart "Circle of Excellence" 2020 and 2022: Award for Store 0567 ranking in the top 5% of the company for business metrics

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Education

Computer Science B.S - Wilmington University, 3.3 GPA, Anticipated Graduation May 2023

Computer Science A.A - Camden County College, 3.4 GPA, Graduated Dec. 2021
- Permanent Dean's list

Areas of Expertise

- Customer service, in person and virtually
- Team Leadership
- Software Development: Java, Javascript (Express, React, Node.js), SQL (PostgreSQL, mySQL), HTML, CSS (Bootstrap), Git
  Projects located at: github.com/shaniarobertson

Volunteering

Chat Moderator – Twitch
04/21 – Present, Content Creators: Punz (twitch.tv/punz) Emma Langevin (twitch.tv/emmalangevin)
- Moderate chat of livestream broadcasts of 1k-20k live viewers, ensuring chat users are abiding by Twitch's Terms of Service, as well as the individual streamer's chat rules