

Shanice Saucedo

San Antonio, TX

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Portfolio: <https://shanicesauce.github.io/spa-portfolio/#/>

Summary

Fullstack web developer with a background in cosmetology and psychology. Trained at UTSA coding boot camp and earned a certificate in full-stack web development. Innovative problem-solver passionate about developing; focused on mobile-first design and development. Strengths in creativity, communication, comprehension, problem solving, knowledge retention, teamwork, time management, MS Word, MS Office, MS PowerPoint and building projects from ideation to execution.

Technical Skills

Front-End Proficiencies

- HTML, CSS, JavaScript, JQuery, React, Bootstrap

Back-End Proficiencies

- APIs, Node, Express
- MySQL, Sequelize
- MongoDB, Mongoose
- REST, GraphQL, MERN stack

Projects

- [What is the recipe](#)
What is the Recipe allows users to search, explore and create new recipes.
Tools: MERN stack, graphql, Semantic UI, JWT, Google/Youtube API
Role: front end, mobile responsive
<https://github.com/dlope0831/what-is-the-recipe>
<https://protected-atoll-82762.herokuapp.com/>
- [Enthusiast](#)
Enthusiast is a social media application designed to connect people based on their hobbies and interests.
Tools: Handlebars, Sequelize, Javascript
Role: Backend
<https://github.com/shanicesauce/enthusiast>
<https://afternoon-plateau-77681.herokuapp.com/>
- [Recipe Finder](#)

Recipe finder allows users to explore and create new recipes based on their desired protein.

Tools: Bulma, Javascript, TheMealDB API, Google Fonts

Role: Javascript, API call.

<https://github.com/shanicesauce/recipe-finder>

<https://shanicesauce.github.io/recipe-finder/>

Experience

Customer Service Representative (2016- 2022)

Alorica, Universal City Tx

Ensuring excellent customer support service to inbound calls from debit cardholders, handling personal and sensitive financial information and data. Complete tasks to prevent financial loss by blocking or placing security holds on accounts, placing lost/stolen statuses on debit and credit accounts. As well as providing agent support with escalated calls and ensuring agents are providing the correct information to cardholders. Analyzing and recognizing problems, resolving problems in a timely fashion, and communicating the problem to the Credit, Accounting, and/or customer. Complete offline tasks for customer support such as mailing statements, call logs, etc. Correspond with customers as necessary in order to update accounts. Monitor incoming cases and emails and resolves them in accordance with Service Level Standards (SLS)

Cashier (2015- 2016)

Freddy's Frozen Custard, Selma Tx

Taking Orders, Operating cash registers , Safely handling food, Greeting customers, accurately managing register and preparing the frozen desserts

Cashier (2014- 2015)

Taco Cabana, Universal City Tx

Trained in food safety and handling with precise and rapid order processing skills. taking Orders, Operating cash registers , Safely handling food, Greeting customers and accurately managing cash register

Education

UTSA Bootcamp, San Antonio Tx - FullStack Development

Northeast Lakeview College, San Antonio Tx— Psychology (in progress)

Paul Mitchel the School, San Antonio— Cosmetology since 2018

-Texas Cosmetology license #1742283