Shanice Sauceda

San Antonio,TX (willing to relocate) | Email: shanicesauce@gmail.com | Phone: 210-629-8536
Portfolio: https://shanicesauce.github.io/spa-portfolio/#/ | Github: https://github.com/shanicesauce
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Summary

Full-Stack 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 Office Suite 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
- Mongo DB, Mongoose
- REST, GraphQL, MERN stack

Projects

What is the recipe | GitHub: https://github.com/dlope0831/what-is-the-recipe | Deployed: https://protected-atoll-82762.herokuapp.com/
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

Enthusiast | GitHub: https://github.com/shanicesauce/enthusiast | Deployed: https://afternoon-plateau-77681.herokuapp.com/
Enthusiast is a social media application designed to connect people based on their hobbies and interests.
Tools: Handlebars, Sequelize, JavaScript | Role: Backend

Recipe Finder | GitHub:https://github.com/shanicesauce/recipe-finder | Deployed: https://shanicesauce.github.io/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.

Experience

Customer Service Representative | **Alorica** | Universal City, TX   2016-2022
- Handled personal and sensitive financial information and data.
- Oversee other customer service representatives and ensure they meet business standards.
- Complete tasks for customer support such as mailing statements, call logs, analyzing faxes for personal updates etc.
- Handle customer complaints and provide alternatives and/or solutions to ensure resolution of complaints.
- Prevented financial losses on debit and credit accounts
- Quickest on team to analyze and solve the customer's problem
- Top notch communication to ensure the customer understands
- Helped improve our quality insurance by giving 100% quality monthly.
- Monitored and resolved cases and emails in accordance with Service Level Standards (SLS)

Cashier | **Freddy's Frozen Custard** | Selma, TX   2015-2016
- Ensured quality customer service and understanding
- Address customers' needs while quickly moving them through the check-out process.
- Monitor food quality and ensure items are stored and served appropriately.

Cashier | **Taco Cabana** | Universal City, TX   2014-2015
- Trained in food safety and handling with precise and rapid order processing skills.
- Ensured quality customer service and understanding
- Monitor food quality and ensure items are stored and served appropriately.

Education

UTSA Bootcamp, San Antonio Tx – *Full-Stack Development Certificate*

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

Paul Mitchel the School, San Antonio— *Cosmetology since 2018* **| Texas Cosmetology license** #1742283