

Sharon Odima

Full Stack Web Developer | Software Engineer | z/OS Pre-apprentice

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TECHNICAL SKILLS

Front End: React.js, Redux, Hooks, Context API, Restful API, Jest, Cypress, Yum, Axios, JavaScript, HTML, CSS

Back End: Node.js, Express, SQL, Git CLI, GitHub, VS Code, Vercel, Heroku

Additional: Agile Methodology, JCL, VSAM, Cobol, Rexx, IBM Z, Linux, z/OS Mainframe, Algorithms, Architecture, Debugging, Deployment, Team Collaboration, Troubleshooting

Language Proficiency: English, Spanish, Swahili

EXPERIENCE

- BCForward, Remote - Customer Service Representative** **03/2021 - 07/2021**
- Promptly responded to 30+ calls per day to answer questions regarding customers' benefits in the state of Maryland
 - Increased client satisfaction by approximately 10% effectively resolving customer issues
 - Expertly navigated company database to research account inquiries to provide accurate information
- Charter Communications, Raleigh, NC - Customer Service Representative.** **09/2019 - 11/2020**
- Engaged with 30+ customers per day telephonically and addressed service inquiries
 - Drove company sales up 10% by upselling services and routing sales-specific questions to sales leadership teams
 - Recommended 100 + products and services based on customer usage, questions, and account information
- Nordstrom, Durham, NC - Logistics Specialist.** **04/2018 - 08/2019**
- Produced inventory tags using a pricing gun to affix correct sale prices on 100+ items
 - Processed inventory control for 100+ items, loading, and unloading of trailers, facilitating a steady flow of inventory
 - Generated revenue by meeting quarterly sales goals, fulfilling online product orders, and verifying order specifications for pickup options
- Ralph Lauren Corporation, HighPoint, NC - Intern Data Analyst.** **03/2017 - 08/2017**
- Guided a group of 4 colleagues to update an Access Database to a 2014 Microsoft Server, amplifying data storage and data retrieval speed
 - Managed Retrieved data from a database using SQL, promoting accuracy and efficiency
 - Piloted a team of 3+ colleagues to confirm newly implemented database operated efficiently

PROJECTS

- User Interface, Full Stack Developer - React | Node | [GitHub](#)** **02/2022 - 03/2022**
- Developed a responsive website, implemented a CSS reset, box model, and flexbox module
 - Launched a plan to design a wireframe to create About, Project, and Contact Pages, resulting in a robust application incorporating 10+ features
 - Hosted completed website on Vercel, improving accessibility by 100%, hence maintaining website's aesthetics
- Responsive Design, Full Stack Developer - React | Node | [GitHub](#)** **05/2022 - 06/2022**
- 2022**
- Created a Single Page Application with HTML, CSS, and JavaScript to showcase responsive design elements
 - Executed responsive layouts by leveraging media queries to facilitate mobile viewing and enhance accessibility by 100%
 - Increased accessibility by 100% by utilizing scalable units for font size and making sure content is available to assistive devices
- JSON Web Tokens, Full Stack Developer - React | Node | [Vercel](#)** **09/2022 - 11/2023**
- Led a team of 4 students in building an API with authentication and authorization by JSON Web Tokens by using Node.js, Express, and Knex
 - Utilized database access and middleware functions to access an API resulting in robust components

EDUCATION

- IBM z/Os Pre-Apprenticeship, Franklin Apprenticeships, acquired knowledge of mainframe hardware, operating systems, and security in a z/OS Environment** **06/2023 - 06/2023**
- Bloom Institute of Technology, Graduate, Full-Time Program, Full Stack Web Development** **01/2022 - 03/2023**
- Durham Technical Community, Graduate, Full-Time Program, Associate of Science** **08/2010 - 07/2012**