Sharon Odima
Full Stack Web Developer | Software Engineer
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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: Algorithms, Architecture, Debugging, Deployment, Team Collaboration, Troubleshooting
Language Proficiency: English, Spanish, Swahili

PROJECTS

User Interface, *Full Stack Developer* - React | Node | GitHub   **2022**
- Used JavaScript, HTML, and CSS to create a website that implemented a CSS reset, box model, and flexbox module
- Designed and executed a wireframe to create About, Project, and Contact Pages
- Used Vercel to host the completed website ensuring easy accessibility

Responsive Design, *Full Stack Developer* - React | Node | GitHub   **2022**
- Created a Single Page Application with HTML, CSS, and JavaScript to showcase responsive design elements
- Implemented responsive layouts by using media queries to improve accessibility
- Used scalable units for font size which increased accessibility

JSON Web Tokens, *Full Stack Developer* - React| Node | GitHub   **2022**
- Used Node.js, Express, and Knex to build an API with authentication and authorization using JSON Web Tokens
- Utilized database access and middleware functions to access an API

EXPERIENCE

BCForward, *Remote* - *Customer Service Representative*   **2021 - 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*   **2019 - 2020**
- Engaged with 30+ customers per day telephonically and addressed service inquiries
- Contributed to company sales goals by upselling services and routing sales-specific questions to sales leadership teams
- Recommended products and services based on customer usage, questions, and account information

Nordstrom, *Durham, NC - Logistics Specialist*   **2018 - 2019**
- Used a pricing gun to generate inventory tags, which ensured correct sale prices on 100+ items
- Oversaw inventory control processes, loading, and unloading of trailers, and ensured a steady flow of inventory
- Met quarterly sales goals, fulfilled online product orders, and verified orders specifications for pickup options

Ralph Lauren Corporation, *HighPoint, NC - Intern Data Analyst*   **2017 - 2017**
- Updated an Access Database to a 2014 Microsoft Server; improved data storage and data retrieval speed
- Used technical skills such as SQL to retrieve data from a database which ensured accuracy and efficiency
- Collaborated with 3+ colleagues to implement and confirm the newly created database operated efficiently

EDUCATION

BloomTech Institute of Technology, *Graduate, Full-Time Program, Full Stack Web Development*   **2022 - 2022**
Durham Technical Community College, *Graduate, Full-Time Program, Associate of Science*   **2010 - 2012**