

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

EXPERIENCE

Private Employer, Remote - Personal Assistant	01/ 2022 - present
<ul style="list-style-type: none">Managed daily schedules, appointments, and travel arrangements for a high-profile client.Handled confidential correspondence, emails, and phone calls, ensuring professional communication.Assisted with event planning, personal errands, and administrative tasks, improving efficiency for the employer.	
BCForward, Remote - Customer Service Representative	03/2021 - 07/2021
<ul style="list-style-type: none">Promptly responded to 100+ calls per day in a remote work setup to answer questions regarding customers' benefits in the state of MarylandIncreased client satisfaction by approximately 10% effectively resolving customer issuesExpertly navigated company database to research account inquiries to provide accurate information	
Charter Communications, Raleigh, NC - Customer Service Representative	09/2019 - 11/2020
<ul style="list-style-type: none">Engaged with 100+ customers per day telephonically in a call center and addressed service inquiriesDrove company sales up 10% by upselling services and routing sales-specific questions to sales leadership teamsRecommended 100 + products and services based on customer usage, questions, and account information	
Nordstrom, Durham, NC - Logistics Specialist	04/2018 - 08/2019
<ul style="list-style-type: none">Produced inventory tags using a pricing gun to affix correct sale prices on 100+ itemsProcessed inventory control for 100+ items, loading, and unloading of trailers, facilitating a steady flow of inventoryGenerated revenue by meeting quarterly sales goals, fulfilling online product orders, and verifying order specifications for pickup options	
Delta Air Lines, New York, NY - Flight Attendant	03/2015 - 03/2016
<ul style="list-style-type: none">Ensured passenger safety and compliance with FAA regulations through safety demonstrations, emergency response, and in-flight monitoring.Delivered exceptional customer service, assisting passengers with seating, special accommodation, and onboard needs.Coordinated in-flight operations, liaising with the crew to maintain efficiency and resolve passenger concerns.	
Homewatch Care Givers of the Triangle, Chapel Hill, NC - Certified Nursing Assistant	01/2010 - 03/2015
<ul style="list-style-type: none">Maintained accurate patient records and documentation, adhering to all relevant regulationsProvided excellent customer service to patients and their families, ensuring their comfort and well-beingWorked effectively as part of a multidisciplinary team to provide comprehensive patient care	

PROJECTS

User Interface, Full Stack Developer - React Node https://sharonodima.github.io/User-Interface-II/	02/2022 - 03/2022
<ul style="list-style-type: none">Developed a responsive website, implemented a CSS reset, box model, and flexbox moduleLaunched a plan to design a wireframe to create About, Project, and Contact Pages, resulting in a robust application incorporating 10+ featuresHosted completed website on Vercel, improving accessibility by 100%, hence maintaining website's aesthetics	
Responsive Design, Full Stack Developer - React Node https://sharonodima.github.io/HTML-CSS-Responsive-Practice/	05/2022 - 06/2022
<ul style="list-style-type: none">Created a Single Page Application with HTML, CSS, and JavaScript to showcase responsive design elementsExecuted 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 https://sharon-odima-react-website.vercel.app/	09/2022 - 11/2023
<ul style="list-style-type: none">Led a team of 4 students in building an API with authentication and authorization by JSON Web Tokens by using Node.js, Express, and KnexEmployed database access and middleware functions to improve API functionality, hence allowing performance of CRUD operations on themCreated a hashed password using bcryptjs to ensure password security.	

EDUCATION

• IBM z/Os Pre-Apprenticeship, Certificate, Mainframe hardware, operating systems, and security in a z/OS Environment	06/2022 - 06/2023
• Bloom Institute of Technology, Certificate, Full Stack Web Development	03/2022 - 03/2023
• Durham Technical Community, Associate of Science	08/2010 - 07/2012