

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

- BCForward, Remote - Customer Service Representative** 03/2021 - 07/2021
- Promptly responded to 100+ calls per day in a remote work setup 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 100+ customers per day telephonically in a call center 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
- Homewatch Care Givers of the Triangle, Chapel Hill, NC - Certified Nursing Assistant 1** 01/2010 - 03/2015
- Maintained accurate patient records and documentation, adhering to all relevant regulations
 - Provided excellent customer service to patients and their families, ensuring their comfort and well-being
 - Worked 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
- 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 |** <https://sharonodima.github.io/HTML-CSS-Responsive-Practice/> 05/2022 - 06/2022
- 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 |** <https://sharon-odima-react-website.vercel.app/> 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
 - Employed database access and middleware functions to improve API functionality, hence allowing performance of CRUD operations on them
 - Created a hashed password using bcryptjs to ensure password security.

EDUCATION

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