SHELBY SEXTON

FULLSTACK DEVELOPER
DESIGN - MANAGEMENT

LET'S CONNECT@

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LANGUAGES

HTML
CSS
Javascript
jQuery
React
Node.js
ExpressSQL
PostgreSQL
Ruby
Ruby on Rails

SKILLS

Project/Team Management
Scoping & Wireframing
Git/Github
Communication& Collaboration
Management & Mentorship
Form & Function

PROJECTS

Near Us - HTML, CSS, JS
Bookends - CSS, JSX, React, Airtable
Get Lost - CSS, JSX, React, MongoDB
MyPlantPal -CSS, JSX, React, Ruby, Rails

ACADEMIC BACKGROUND

Certificates: Software Engineering Immersive, Advanced SQL, Introduction to Data Science
General Assembly
Online/Remote
2020-2021

Diploma: General High-School Education
Clinton-Massie
High School
Clarksville, Ohio
2006-2010

MEET ME:

With over a decade of leadership, growing businesses, and being a customer-service expert, I'm building a new career within the tech world. Along with creative problem solving, sharp design artistry, and keen relationship-building skills, I also tackle any goal and any problem with enthusiasm and grit. I'm a fullstack dev, specializing in front-end. My objective is to drive innovation and growth with personality wherever I go. Let's make something fantastic.

RELEVANT WORK HISTORY

General Assembly >>>Software Engineering Fellow
October 2020 - Present

12 week immersive program learning to leverage and master HTML, CSS, and JavaScript through practical, hands-on projects and real-world scenarios. Developing interactive and responsive websites through several languages to a become full-stack engineer. Over 500 hours of active and 4 projects.

Ubisoft >>>Support Specialist
May 2020 - October 2020 >>>Cary, North Carolina

-Found the best tech solution among all possible to solve the existing issue.
-Provides technical assistance and support for incoming queries and issues.
related to computer systems, software, and hardware for Ubisoft users.
-Troubleshooting, diagnosing, and escalating tickets.
-Documenting problems and solutions.

Barnes and Nobles >>>Starbucks Cafe Manager
September 2016 - March 2018 >>>Wilmington, North Carolina

-Created incentives and projects for employees to express themselves while building a brand for our local store.
-Recruited, trained, mentored, and managed 15+ member team.
-Ensured continuous delivery of outstanding customer service.
-Assumed accountability for store results and staff performance.
-Developed and implemented strategic merchandising and sales plans to achieve and exceed profit goals and reduce expenditures while ensuring. payroll remains within budget.

Customer Service Manager>>>XI Online
Oct 2015 – Sep 2016>>> Wilmington, NC

-Led staff to better customer management practices and behaviors
-Finding the best solution possible to customer or product issues
-Regulated scripted responses, monitored special customer cases
-Monitored online reviews and relationships with online third parties
-Assisted customers in selecting merchandise, answering questions,   and quickly resolving concerns.
-Participated in order completion and quality checks.

Boston Stoker Coffee Roasters >>>Director Of Training
June 2010 - August 2014 >>>Dayton, Ohio

-Helped create training and development programs in a startup retail entertainment environment of over ten local stores.
-Facilitated training initiatives for managers, and employees in quality service,coaching, and performance management.
-Lead new employee culture training and orientations and cert testing.
-Often attended company PR and marketing events
-Won company hosted 2013 Barista Championship for Ohio