

# SHELBY SEXTON

## FULLSTACK DEVELOPER DESIGN - MANAGEMENT

### LET'S CONNECT@

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### LANGUAGES & FRAMEWORKS

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

### SKILLS & EXPERTISE

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

### ACADEMIC BACKGROUND

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

Diploma: General HS Education  
Clinton-Massie HS | Clarksville, OH  
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 become full-stack engineer. Over 500 hours of active work 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 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