Sandy Smith

Email: sls2code@gmail.com | Portfolio Website: https://slsmi894.github.io/Portfolio-by-Sandy-Smith/

SUMMARY

Looking for a role that will be a part of helping to improve processes and improve people's lives, with potential for continuing growth. I am a Full Stack Web Developer with a passion for coding. Full Stack certification was achieved from Vanderbilt University Coding Bootcamp. Currently as a Teaching Assistant and Senior Tutor for 2u, has continued my growth in web development, for both myself and my work with others, collaborating with various groups and individuals.

TECHNOLOGIES

FSF Web Development: HTML, JavaScript, CSS Frameworks, Nodejs/Express, React, Databases (MySQL, MongoDB)
Additionally: MS Office Suite, GITHUB/GITLAB, Zoom, Adobe Lightroom, PeopleSoft/Oracle, Canvas LMS

PROFESSIONAL EXPERIENCE

2u (Remote)   2021 - current
Sr Tutor - FSF

- Utilize bootcamp certification in FSF, and experience in learner support.
- Organize and manage deadlines for both administrative reports and timesheets. Manage student communications and reservations timely and accurately.
- Provide tutoring services supporting the FSF curriculum, working with students to better enhance areas of opportunities in fundamentals and concepts. Assisting students through hands on experience, how to approach and tackle a coding challenge.
- Creating the best positive experience for the student, offering empathy as needed, approaching in a calm and logical manner to create a trusting and positive environment. Providing encouragement and praise to enhance students' confidence. Passionate about every student's success within the program.
- Collaborate with administrative team to bring attention to risks that are identified, as well as communicating the plan of action to assist
- Continually receive positive feedback from student evaluations 96% feedback in excellent learner experience. Currently meeting with 29+ students.

Trilogy/2u (Remote)
Teaching Assistant

University North Carolina/Charlotte FSF Coding Bootcamp	Jan 2022 – current
University Central Florida FSF Coding Bootcamp	Dec 2021 – current
John's Hopkins University FSF Coding Bootcamp	May 2021 – Nov 2021

- Instructional staff support: Analyze students at risk by utilizing resources provided to track and monitor, grades and attendance. Provide feedback to instructor and Student Success Manager, as well as fellow Teaching Assistants.
- Learner support: Meet with students to provide support to class content learning, during both class and pre-class "office hours". Ensure knowledge by asking or testing students' knowledge and understanding of concepts. Identify students at risk and create a plan of action for the student, providing in class support during "office hours" and providing students with all resources available.

Marriott International, Inc.   2018-2020
Sr Administrative Assistant

- Worked independently, prioritized, and managed various projects as assigned or identified to improve processes for the department, using skills acquired through project management certification. Managed day-to-day operations for Sr VP, Marriott Business Services. Collaborated with other divisions' top-level executives support team, coordinating meetings.
- Processed monthly Account Payables, both accurately and timely. Followed up on payments processed through Oracle/PeopleSoft. Onboarded new hires through HR System and work readiness process. Coordinated annual intern program, in leading the initialization to work readiness, and tracking their successes.
- Resolved a high-level at-risk issue of data information for Banking and Cash Mgmt. department. Migration of 10 years of data to an iCloud SharePoint, secured and reduced latency. Retired an old database by creating a new database using Access. Both were UI tested, and seamless transfer.
- Led and supervised the cleanup of 300+ assets, disposing of out of warranty assets securely, per company policy. Collaborated with preferred vendor and received revenue for 98% of disposed assets.

Accenture, LLC   2010-2018
Executive Assistant

- Assisted Business Account Lead on day-to-day operations, collaborated with top executives' support teams both internally and with client. In charge of gathering documentation for various monthly meetings.
- Led and coordinated event planning for week-long client visits to international account sites. Assisted client executives with travel logistics and documentation.
- Improved the process of new hires for enterprise account, streamlining the delays for work readiness.
- Placed in charge of improving processes for the following: Disaster Recovery: Eliminated testing delays and client reporting for annual DR testing of client systems. Additionally, ssuccessfully streamlined a complex departmental real estate billing issue, on tracking and comparison of data. Saved $600 plus a month in errors and created an accurate reporting structure.

Verizon Wireless   2008-2011
B2B Sales Representative

- Built customer base through strong customer relationship skills, (i.e., Cultivating relationship with a local hard-to-get account, PepsiCo. Gained 60% of PepsiCo business in Knoxville area.) Retained 100% of all assigned accounts (90+) through strengthening customer relationships, which led to a 20% increase in sales, after losing entire sales team and Supervisor. Maintained contact after sales and offered training services.

ADDITIONAL EXPERIENCE
Verizon Wireless; Melborne, FL/*Data Sales Management Consultant*

- Created training program on data products and third-party software, using positive reinforcement and encouragement to increase knowledge and confidence, which improved data sales revenue with all levels of team members. Assisted in strategic planning with both District Managers and Store Managers to create team member success stories which then increased bottom line revenue.
- Top Consultant 8 months in a row. Requested by Authorized Dealers as preferred Consultant to attend their quarterly shows to share current knowledge of products and training.

EDUCATION

Full Stack Web Development Certificate – Vanderbilt University
A 24-week intensive boot camp program focused on gaining technical programming and market-driven skills.

Bachelor of Science in Business Management – Western Governors University
CompTIA Project+ - Western Governors University; Salt Lake City, UT