

# Sandy Smith

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## SUMMARY

Looking for a role that will be a part of helping to improve processes and 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 flexing my skills as a Teaching Assistant and Senior Tutor for 2u, continually growing in web development, collaborating with various groups and individuals.

## TECHNOLOGIES

FSF Web Development: HTML, JavaScript, CSS Frameworks, Nodejs/Express, React, Databases (MySQL, MongoDB)  
Additionally: SharePoint, 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.

**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. Create a dynamic classroom environment and ability to work with a wide variety of individuals from diverse backgrounds.
- 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**

- Team with colleagues and clients to provide support managing day to day operations, organizing large scale meetings and off-site events. Managed various projects as assigned or identified to improve processes for the department, utilizing project management skills.

- 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**

- Worked closely with both internal teams and with client. Created monthly meeting presentations by managing and gathering documentation from all departments.
  - Collaborated with vendors and managed the planning of national and international off-site week-long event meetings. Coordinated and managed client documentation required for international travel. Events were planned, managed deadlines and executed for a 100% success.
  - Process improvement of new hires for enterprise account, streamlining the delays for work readiness reducing a week plus delay to none.
  - Asked to participate in following areas, identified and led process improvement: 1) Disaster Recovery: Eliminated testing delays and client reporting for annual DR testing of client systems. 2) Streamlined a complex departmental of real estate billing issue, on tracking and comparison of data. Saved \$600 plus a month in errors and established an accurate reporting structure.

#### **Verizon Wireless**

2008-2011

##### **B2B Sales Representative**

- Built on an existing base, utilized Customer Relationship Management to grow customer base, create loyalty, and increase revenue, (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. Established a programs of efficiency to maintain the customer relationship after a contract was completed.

#### **ADDITIONAL EXPERIENCE**

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

- Managed a district of over 30 plus stores, reviewed store metrics and personnel, identified areas of opportunity for training programs and growth both in sales and customer relationship loyalty. Collaborated with management teams to grow their sales teams.
  - 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. Collaborated in strategic planning with both District Managers and Store Managers to create team member success stories which grew customer base and increased bottom line revenue.
  - Top Consultant 10 months in a row. Built strong relationships with all teams but especially with Authorized Dealers, and this division specifically requested me for all their quarterly events held.

#### **EDUCATION**

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##### **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**