Shakera "Kira" Rivers

Belleville, NJ
(908)531-0181 | srivers0813@gmail.com
www.linkedin.com/in/shakerarivers

PROFESSIONAL SUMMARY

IT professional with experience in customer service and operations support. Possess knowledge of the web development process, troubleshooting problems and building successful solutions.

- Troubleshooting
- Project Management
- API Development
- Data Analysis
- Web and App Development
- UI/UX Fundamentals
- Generative AI
- HTTP/HTTPS Protocols
- Microsoft Operating Systems

TECHNICAL SKILLS

Programming Languages: HTML5, CSS, JavaScript, Python, SQL, Java, Ruby, C#, PHP
Cloud Computing: Figma, GitHub Copilot ChatGPT
Software: Microsoft Office Suite, RSS, React, MySQL, Node, Express, MongoDB, MERN
Operating Systems: Linux, Windows 10, Mac OSX, Android/iOS, Windows Server 2008 & 2012
Hardware: iMac, MacBook pro, MacBook air, iPhone, iPad, Android/Samsung phones and tablets, Windows laptops, and desktops

PROFESSIONAL EXPERIENCE

United States Postal Service | Various NJ Branches   **2014 – Current**
Sales and Service Distribution Clerk

- Utilize RSS computerized system, accepting and delivering accountable mail, issuing, and cashing foreign and domestic postal money orders streamlining processes for mail delivery.
- Performs variation of sales and customer services at the retail window to approximately 220 customers each week, such as maintaining enough inventory for selling stamps and envelopes, in addition to retail products and services
- Opened and closed postal offices 85% of the time by balancing cash registers; prepared cash deposits up to $120K with zero discrepancies.
- Enhanced customer service experience by acting quickly and applying appropriate resolutions for common problems forging impactful relationships with customers to cultivate loyalty, boosting customer satisfaction ratings by 100%.
- Sorted on average 200 incoming packages according to the guidelines and procedures of the United States Postal Service minimizing lost or undelivered mail.

TECHNICAL TRAINING

nPower | Remote   **3/2024 – 8/2024**
Full Stack Developer Trainee

- Completed an intensive 20-week Full Stack Developer training program, gaining hands-on experience in both front-end and back-end development technologies, including HTML, CSS, and JavaScript.
- Developed proficiency in building responsive and interactive user interfaces using popular front-end frameworks such as React.js, ensuring a seamless user experience across various devices.
- Acquired essential back-end development skills through practical training in server-side scripting with Node.js, utilizing Express.js for efficient routing and building scalable web applications.
- Demonstrated the ability to work with databases by mastering fundamental database management concepts and hands-on experience with MongoDB, ensuring effective storage and retrieval of data.
- Collaborated with peers on real-world projects, applying Agile development methodologies, version

control using Git, and participating in regular code reviews, fostering a collaborative environment.

CERTIFICATIONS AND EDUCATION

Path2TECH | NPower | In Pursuit
Bachelor of Science in Interdisciplinary Studies | Liberty University | 2019

Certifications
Obtained: Health Care Project Certificate (Completed 2023)
Git Hub Certificate (completed 2024)
In Pursuit: W3C Front End Developer Professional Certificate • Google UX Design Certificate