

Marty Sheree Shegog

Water Valley, MS

(662) 202-2075

shereeshegog@yahoo.com

www.linkedin.com/in/sheree-shegog-1110bb211

<https://github.com/sshegog>

Objective:

Dedicated, and detail - oriented customer facing technical professional with 14 years of robust experience, currently completing a software developer apprenticeship. Seeking to leverage exceptional communication skills and a passion for data and knowledge and transition into a Software Developer or User Experience/UI Design, where I can apply my understanding of user needs, strong problem-solving skills to build effective, user-centered software solutions.

Technology:

- Languages: Python, HTML, CSS, JavaScript, Java, SQL (PostgreSQL)
- Frameworks: Django, Bootstrap, Flexbox, React JS, Spring
- Tools: GitHub, Visual Studio Code, IntelliJ, PgAdmin

Experience:

Software Developer Apprentice Base Camp Coding Academy, Water Valley, MS May 2025 - Present (Expected May 2026)

- Gained hands-on experience in full-stack development, database management, and application deployment through project-based learning.
- Collaborated in agile teams to design, build, and maintain responsive web and desktop applications.
- Strengthened problem-solving, debugging, and code review skills through regular development cycles and peer feedback.

Associate II, Technical Customer Care CoreLogic - Oxford, MS April 2011 - Present Remote

- Provide expert technical assistance and support to customers in the Technology sector, addressing inquiries, troubleshooting issues, and resolving concerns promptly and effectively.
- Collaborate closely with cross-functional teams, including developers and product managers, to communicate customer feedback and contribute to product enhancements and improvements.
- Develop and deliver comprehensive technical training sessions and documentation for internal teams and clients, coworkers, ensuring a smooth understanding and utilization of complex financial software and services.
- Act as a subject matter expert in resolving escalated customer issues, demonstrating in-depth knowledge of financial systems and platforms.
- Consistently exceed performance goals in a metrics organization, maintaining a high customer satisfaction rating through efficient problem-solving and proactive communication.

Key Achievements:

- Completed special project assigned by management and became subject matter expert
- Recognized for exceptional customer care
- Led and mentored a team of 8 customer care representatives, fostering a collaborative and high-performing work environment.

Skills:

- Technical Troubleshooting
- Self starter
- Strong ability to pivot
- Technical Documentation
- Team Collaboration Tools
- Pair Programming
- Communication and Interpersonal Skills
- Team Leadership and Mentoring
- Agile Team Participation
- Code Review & Constructive Feedback
- Cross-Functional Collaboration

Education:

- Associate of Arts - Criminal Justice
Northwest MS Community College, Senatobia, MS 2011
- Diploma Water Valley High School - Water Valley, MS 2005