

# SELENA P. SINGLETON

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## WEB DEVELOPMENT | FULL STACK

Front-end web developer leveraging technical background skillset to build a more intuitive user experience on the web. Recently earned a certificate in full stack development from the Georgia Institute of Technology, with newly developed skills in JavaScript, CSS, jQuery, and responsive web design. Known as an inventive problem solver passionate about developing web applications, with a focus on developing dynamic and responsive mobile-first apps.

With each project, my aim is to best engage my audience for an impactful user experience. I applied aspects of jQuery and DOM manipulation in a recent project. I've worked to develop a daily planner application that allows working professionals to track their daily tasks, such as daily reminders for meetings, appointments and special events. I'm excited to leverage my skills as part of a fast-paced, quality-driven team to build better experiences on the web.

### Core Competencies:

- Javascript
- HTML
- CSS
- jQuery
- Wireframes
- Development Planning
- Server APIs

## PROFESSIONAL EXPERIENCE

### FULL STACK WEB DEVELOPMENT STUDENT

*Ga Tech*

SAVANNAH, GA

*November 2020 – Current*

- Currently completing Ga Tech's Web Development program
- Additional learning to include:
  - Coding Fundamentals
  - Team Collaboration Strategies
  - Technical Presentations
  - Building Server Codes

### RESIDENTIAL INSTALLATION & SERVICE TECHNICIAN

*Comcast*

SAVANNAH, GA

*March 2019 – August 2020*

- Works independently in customers' homes to install Xfinity products and services
- Properly operates and maintains installation tools and equipment
- Proven ability to work independently and to prioritize and organize effectively
- Completes associated paperwork with each work order in a timely manner in order to ensure all details of the work are recorded for entry in the customer's account once the work is checked in
- Performs reconnects, requested and non-pay disconnects, and changes of service, while adhering to Comcast procedures and safe work practices
- Applies knowledge and skills of training on the job in order to prepare for transition to the next level and performs other duties as

requested by Supervisor in order to achieve departmental goals and objectives

## TUTOR

SAVANNAH, GA

*Self-employed*

*January 2018 – March 2019*

- Travels to students' homes, libraries, or schools to conduct tutoring sessions and conducted online tutoring sessions
- Researches or recommends textbooks or other learning materials to complement tutoring
- Participated in training and development sessions to improve tutoring practices or to learn new tutoring techniques
- Collaborates with students' teachers concerning strengths and weaknesses
- Organizes and manages multiple tailored lessons to meet students' academic needs
- Tracks and analyzes student progress
- Keeps detailed records of tutoring sessions using C2 Student Progress Records and/or relevant forms

## VERIZON

ATLANTA, GA

*Customer Care Representative*

*March 2017 – October 2017*

- Analysis, troubleshooting, and resolution of tickets in a timely manner with superior service; communicated technical information clearly and concisely.
- Educated customers on the value added benefit of products/ services; mastered up-sale through explanation of how solutions can enhance the customer's lifestyle and wireless experience.
- Troubleshoot and communicate technical information clearly and concisely
- Identified potential churn and worked proactively to enhance customer loyalty
- Took accountability for and resolved all customer issues, including following up when appropriate
- Researched and resolved billing inquiries.
- Has a professional level of understanding for both Android and IOS operating systems with industry leading training and certifications.

## THE ISI GROUP

ATLANTA, GA

*Logistics Operations Coordinator*

*September 2015 – November 2016*

- Maintained key accounts ensuring large volumes of numerical orders were inputted with speed and accuracy, evolving business objectives, satisfaction issues and identifying re/up/cross-sell opportunities.
- Responsible for direct interaction and communication between clients and key administration to coordinate developments including strategy leadership and performance management
- Inventory management and Order processing—ensured accurate inventory by account, inspected orders, shipment receipts and deliveries for quality and accuracy.
- Implemented process simplification strategies that streamlined operations and sped up order processing time.
- Worked with warehouse to coordinate work schedule and billing.
- Dispatched trucks making export receipts and import deliveries to proper area.
- Track program's Key Performance Indicators (KPIs) and provide meaningful analysis to client and report to management as needed.
- **Mastered industry related topics through training and certification:**
  - How to Deliver Exceptional Customer Service, *September 2015*
  - Controlling Chaos and Thriving Under Pressure, *September 2015*
  - Communicating with Tact, Diplomacy, and Professionalism, *November 2015*
  - Advanced Microsoft Excel Techniques, *December 2015*

**CARE CORE NATIONAL****BLUFFTON, SC***Human Resource Office Assistant**March 2011 - September 2015*

- Assisted Human Resource recruiters in overseeing talent recruitment, development and training of new call center employees
- Responsible for developing and posting job requisitions for multiple divisions as project captain
- Trained new call center staff on proper pre certification protocol and company regulations
- Worked closely with recruiting analysts to ensure recruitment retention through successful training and onboarding programs
- Performed audits that achieved high quality in training and compliance of non clinical representative teams
- Experience managing a high volume recruitment process by sourcing leads through meetings with hiring managers, networking, and by attending recruiting events
- Supported staff with clerical duties, mail distribution, copying, and answering telephone inquiries

**DEPARTMENT OF FAMILY AND CHILDREN SERVICES****SAVANNAH, GA***Revenue Maximization Program Administrative Assistant**December 2010 – October 2011*

- Provided advanced administrative support to program director; coordinated special projects assigned.
- Database entry—maintained accurate records and filing systems for case information.
- Processed mail and assisted in departmental meetings.
- Scheduled and confirmed interview appointments, and facilitated new hire interview sessions.
- Created reports for department using word processing and advanced spreadsheet applications.
- Developed and implemented tools for training that included tips, techniques, and protocol.
- Designed methods for maintaining department procedures and work instructions.

**BELK DEPARTMENT STORE****SAVANNAH, GA***Internship-Management Trainee**May 2009 – May 2010*

- Followed the coaching and sales lead of the store manager to maximize personal and store sales volume
- Exercised discretion and judgement in execution of business strategies by providing front line supervision
- Managed order processing for assigned accounts and ensured order fulfillments were executed as scheduled
- Utilized reporting tools to generate and analyze reports to monitor logistics of products
- Worked closely with merchandising partners to merchandise new products and launch new selection on-site daily
- Optimized SKU locations by merchandise size via customer demand, inventory level requirements, and merchandise type

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**EDUCATION**

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**BACHELOR OF SCIENCE, Fashion Merchandising, Georgia Southern University, Statesboro, GA****May 2010**