

Stefanie Gray

Irvine, CA 92612

stefanie.gray22@gmail.com

951-454-3645



My GitHub: <https://github.com/stef4niegr4y>



My Website: <https://stef4niegr4y.github.io/e-portfolio-sg/>

Objective:

Software Developer seeking an internship or entry level engineer position to apply technical skills and contribute to innovative projects.

Technical Skills:

- Programming Languages:  HTML,  CSS,  JavaScript
- Development Tools: MS VS Code, Discord, ChatGPT
- E-commerce Platforms: Shopify, Etsy, Pinterest, Amazon
- Design Tools: Canva.com, Mailchimp
- Social Media Management: Later.com
- CRM: MailChimp
- Troubleshooting

Technical Education:

Frontend Simplified Coding Bootcamp | Frontend Development Certification | Dec 2023 – present

(To Be Completed by March/April 2024)

Course Syllabus:

- HTML, CSS, JavaScript
- React; Firebase
- Next.js, TypeScript, Redux
- Website Building Projects (*E-commerce; Business Services; Personal; Website Cloning*)
- E-commerce App
- Coding Challenges (*Beginner; Medium; Advanced*)
- Twitter Cloning

Data Structures & Algorithms (DSA):

- Bubble Sort; Insertion Sort; Selection Sort
- Length
- Palindrome
- Cycle
- Floyd's Algorithm
- Binary Tree

Work Experience:

Amazon Seller

Quality Books Plus

March 2020 to November 2023

- Actively sourced products to be sent to various Amazon distribution centers
- Utilized purchasing software to calculate profit potential based on markets trends and demands
- Prepped, sorted and labeled products for shipping readiness
- Addressed customer concerns or questions regarding various titles.
- Monitored and executed repricing based on competitor offers and profitable outcomes
- Managed customer feedback software for accuracy and on-time messaging.
- Set price structures based on market trends and removed any non-essential inventory.

E-Commerce Product Owner

Babbie LLC - Irvine, CA

February 2022 to June 2023

Key Achievements:

- Conceptualized and established the Babbie brand, addressing a market gap.
- Designed an e-commerce website using abstract HTML, CSS, and JavaScript elements through Shopify.
- Created social media & advertising content with Canva.com to fit Instagram, Facebook & Pinterest.
- Scheduled postings with Later.com for Instagram, Facebook, & LinkedIn.
- Created and managed product listings on Etsy Seller and Amazon Seller E-commerce sites.
- Led product development and orchestrated innovative marketing campaigns.
- Built a loyal customer base through personalized interactions and exceptional customer service.

Reservation Sales Agent

The Walt Disney Company - Anaheim, CA

December 2021 to March 2023

- Consulting and providing recommendations to guests regarding details of their upcoming visit(s) and/or past visit(s).
- Assisting guests and promoting the purchase of products and services for the Guest's one day or multi day visit
- Providing detailed information about Disneyland Resort and other products and services
- Meeting department metrics and KPI's to drive revenue and provide excellent guest service
- Assisting guests with managing their accounts and providing appropriate solutions to concerns including light technical support
- Utilizing multiple departmental systems to perform detailed account inquiries and answer guest account questions.

Patient Services Representative

Park Nicollet - Wayzata, MN
December 2018 to February 2020

- Scheduling patient appointments with primary health care providers in coordination with the availability of the requested provider
- Updating patient records (personal information, health insurance carrier, etc.) in accordance with employer privacy policies
- Coordinating with operations staff to resolve service problems and boost client satisfaction
- Directing patients to the appropriate clinic departments as requested
- Creating medical provider notes on behalf of patients including health care questions, medication refill requests, and special appointment requests (same-day appointments, medication management, health care maintenance, etc.)

Control Center Specialist

Rapid Response Monitoring Services Inc - Corona, CA
April 2015 to May 2016

- Processed inbound/outbound calls from account holders and emergency dispatch personnel, including fire, police and medical.
- Performed over-the-phone fire, CO2, burglary and medical alarm response to determine the need for the appropriate authorities through targeted questioning.
- Entered highly sensitive customer data following security of information SOP's.
- Provided helpdesk support for alarm system panels.

University Education: Cal State University, Dominguez Hills - Carson, CA | BA, Sociology | May 2012

UCLA Extension – Custom Programs and Corporate Education | Spring 2022