Telicia Watson

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PROFESSIONAL SUMMARY

Certified Full Stack Developer leveraging a background in customer service. Recognized for innovation and a keen eye for aesthetics and presentation. Recently received a Certificate in Web Development from The University of Texas at Austin. Excellent interpersonal communication skills and collaborator who works well on team-based projects as well as independently. Recognized for proven complex problem-solving abilities to contribute effectively as a part of a fast-paced, quality-driven team.

TECHNICAL SKILLS

Node.Js., Express, JavaScript, jQuery, React.js, React, JSX, GIT, GitHub, MongoDB, MySQL, Mongoose, Handlebars, HTML5, CSS3, Bootstrap, Materialize, APIs, Heroku, Terminal, AJAX, Restful API, ES6, React Hooks, JSON, Sequelize

EXPERIENCE

StockApp| https://etorres-revature.github.io/Lucky_Mountaineers/index.html
Role: Helped create the concept of the app and layout with a team of 6 . Assisted with the setup of MongoDB. Created and launched the Heroku side (backend).
Utilized: React, MongoDB, Heroku, Material-UI, Server-side API, Express, NodeJS, Axios, CSS,

Reverse Engineering | *Quality Assurance*| Link: 📄 Reverse Engineering Authentication
The purpose of this document was to provide an adequate explanation showing my understanding as well as to write a tutorial explaining every file and its purpose via stepwise functionality.
Role: Individually broke down each file verbally.

PROFESSIONAL EXPERIENCE

VIASAT College Station/ Denver, Co (Remote)   09/2021-07/2022

Business Technical Support Representative

A reliable team of frontline care agents providing global support for Wi-Fi, VoIP, and TV services, including billing, account assistance, and technical troubleshooting..

- **Customer Support & Troubleshooting**: Assist global users with Wi-Fi, VoIP, and TV **services**, handling billing inquiries, account management, and technical troubleshooting.
- **Location-Based Assistance**: Support staff and end-users at military bases, hotels, banks, and other locations in resolving connectivity issues.
- **Network Monitoring & Escalation**: Use diagnostic tools to troubleshoot problems, escalate widespread outages, and dispatch support as needed.
- **Billing & Account Management**: Handle invoices, refunds, payment updates, account transitions, cancellations, and service plan guidance.
- **Communication & Documentation**: Provide email and voicemail support, track customer interactions in the Case Management system, and compile call history data.
- **Service & Plan Guidance**: Answer inquiries about rate plans, service availability, and contract details while assisting users with self-service tools.

ANB College Station, Tx   12/2016 - 09/2021
Teller

Assisted clients of the bank with routine financial transactions. Their day-to-day duties include making deposits, handling withdrawals and issuing money orders or cashier's checks.

- **Financial Transactions & Compliance**: Process transactions accurately while adhering to bank policies, BSA, AML regulations, and compliance procedures.
- **Customer Service & Client Relations**: Provide exceptional service, prioritize client needs, and maintain professional communication with customers and colleagues
- **Product Knowledge & Training**: Stay updated on banking products, systems, and procedures, actively participate in job-specific and customer service training.
- **Organizational Commitment**: Support the Customer Service First program, uphold company values, and follow all established policies and procedures.

HEB Grocery Store Bryan, Tx   10/2004 - 05/2015
Customer Service-Mgmt
Effectively led a team of 5-15 to meet and exceed goals and objectives consistently quarter after quarter through personalized coaching, training, and development.

- **Data Analysis & Reporting**: Extract and analyze data from databases to create production, accuracy, and efficiency reports.
- **Operational Coordination**: Work with department managers to track progress, schedules, inventory, and production challenges.
- **Procurement & Cost Management**: Implemented procurement policies to maximize value, enhance supplier performance, and ensure transparency.
- **Regulatory Compliance & Audit Success**: Maintained <1% annual waste, adhered to FDIC regulations, and achieved 100% compliance in health and cash audits.

EDUCATION

High School Diploma- Bryan High
Full Stack Web Development Certificate - University of Texas; Austin, Tx | January 2021
A 24-week intensive boot camp program focused on gaining technical programming and market-driven skills in Node.Js., Express, JavaScript, jQuery, React.js, React, JSX, GIT, GitHub, MongoDB, MySQL, Mongoose, Handlebars, HTML5, CSS3, Bootstrap, Materialize, APIs, Heroku, Terminal, AJAX, Restful API, ES6, React Hooks, JSON, Sequeliz

Gain knowledge of designing user interactions on websites, developing servers and databases for website functionality and coding for mobile platforms. Responsibilities often include developing front end website architecture for project purposes.