

# Melbae Abernathy

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## Experience Summary

- ❖ Contributed to an existing project creating forms, modals, bottom to top button and design such as dark theme for a website as member of an Agile/Scrum development team.
- ❖ Developed relational database for library management system cataloguing songs, artists, producers using Microsoft SQL Server 2019
- ❖ Created basic custom portfolio site using Github, HTML 5, JavaScript and CSS.
- ❖ Created the classic Tic Tac Toe game and calculator using HTML5, JavaScript and CSS.

## Skills

**Programming/Development:** JavaScript, HTML5, CSS, XML, SQL and JSON

**Frameworks/Libraries:** Vue, Django, React, AJAX, jQuery and Bootstrap

**Database:** Microsoft SQL Server 2019

**Project Management:** AGILE and Scrum

**Version Control:** Visual Code Studio, GitHub, Git Bash and Azure DevOps

**Business Tools:** Sharepoint, Slack, Salesforce, AWS, Visual Studio Code, VM Ware, MS Teams, Notepad++

## Experience

**Software Developer Intern** | Prosper IT Consulting 2021

- Skills set: Developing forms, buttons and dark themes for the website.
- Worked with my peers on a team in developing a Dynamic Website in HTML, CSS and Javascript

**Talent Acquisition** | Accenture 8/21 – present

- Conduct high volume of daily outbound calls, send emails and texts to applicants in the onboarding process to prepare for their first day
- Conduct follow up calls, monitor text/email responses as needed to assist with follow up questions and responses
- Maintain a high level of customer satisfaction
- Support mass calling events notifying candidates of openings, chasing applicants stalled in the application process, and updating client system with notes and outcome of actions completed
- Respond efficiently and accurately to candidates, explaining possible solutions
- Engage in active listening with candidates, confirming and/or clarifying information and deescalating, as needed

- Build lasting relationships with candidates that instill confidence and motivation when starting their new role

**Customer Support** | Robert Half

8/20 - 8/21

- Assisted customers with troubleshooting various indoor exercise equipment for Bowflex, Schwinn and Nautilus.
- Assisted customers with placing orders for part and protection plans.
- Assisted with assembly questions.

**Owner** | The Right Company

11/10 - 8/20

- Worked as a contract employee for Arise taking delivered exceptional sales support and service via online chat for individual customers. Assisted with password resets and upgrade options.
- Worked as a contract employee for Liveops for several clients: Victoria Secrets, Nordstrom, Turbotax, PPL, PNG, Home Depot and Pizza Hut provided customer and tech support from home.

**Technical support Advisor** | Kelly Connect

06/14 - 1/16

- Started out as a Tier 1 Support Agent providing technical support for the iPhone, iPad and iPod through phone and chat support.
- Promoted to a Senior Advisor role to support Tier 1 Support Agents who needed support in supporting the customer or taking over an escalated call.

## Education and Training

**Certification in Frontend Development** | The Tech Academy

2021

- The Web Developer BootCamp covers front-end web development. On it, students learn the three most popular web development programming languages: HTML, CSS and JavaScript. Graduates of this boot camp are front-end web developers and are able to create dynamic websites.

**Master of Business Administration** | Strayer University

2009

**Bachelor of Business Administration** | Strayer University

2006