Theresa Nheap

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EDUCATION

YearUp @ Gateway Community College   **Phoenix, AZ**
JavaScript Programming | Front-End Development   *Current*
SheCodes Basics   **Online**
SheCodes Basics Certificate | Front-End Development   *September 2021*
Highline High School   **Burien, WA**
High School Diploma | GPA: 3.3   *June 2016*

WORK EXPERIENCE

Ridwell   **Remote**
Member Success Specialist   *Jan 2023 - Current*
- Review member journeys and provide support to help members achieve their sustainability journey.
- Facilitate interaction and workflow among team members to ensure metrics are met.
- Maintain existing member success metrics and data as directed.

Rothy's   **Scottsdale, AZ**
Brand Ambassador   *Oct 2022 - Jan 2023*
- Promote products, company mission, and goals to consumers through in-person interactions.
- Track consumers' preferences and feedback to suggest potential advertising and positioning ideas.
- Stay knowledgeable about current and future products as well as the company story and voice.

Nordstrom   **Seattle, WA**
Personal Stylist Assistant   *September 2019 - March 2020*
- Provided the ability to thoughtfully handle customer concerns and prioritize multiple tasks.
- Processed special orders through in-store applications and followed up on merchandise with clients.
- Assisted in reaching sales goals and boosted team performance by maintaining a positive environment.

PERSONAL PROJECTS & ACTIVITIES

Photographer   **Universal**
Freelance   *Oct 2022 - Current*
- Networking and collaborating with individuals to achieve desired results for the final photo.
- Creating a safe, positive, and comfortable environment allows the subject to feel confident and reassured.
- Being comfortable with quickly adapting to different gear and software for a variety of projects.

Community Moderation   **Remote**
Moderator   *November 2019 - Current*
- Being heavily involved in diverse communities of 130+ members.
- Creating safe and equitable spaces for individuals to encourage, share and grow their interests.
- Adapting to upcoming server/stream cultures.

SheCodes   **Remote**
Aspiring Front-End Developer   *August 2021 - Current*
- Constantly self-learning and problem-solving to make visions come to life on a webpage.
- Designing projects with creativity while maximizing efficiency/practicality for users.
- Always paying excellent attention to detail while coding and troubleshooting.

SKILLS & INTERESTS

Computer: Java, HTML, CSS, Javascript, Microsoft Office, MacOS, WindowsOS
Interests: Marine biology, exercising, hiking, music appreciator, recipe collector, coding, scrapbooking, sustainable shopping