

## CAREER SUMMARY

Frontend Developer with 5+ years of experience enhancing performance for organizations serving diverse audiences. Skilled in collaborating cross-functionally to deliver high-quality services and solutions. Proven history of training and mentoring teams, ensuring compliance with organizational policies and industry best practices. Strong focus on leveraging JavaScript, React, and Next.js to optimize user experience and drive innovation.

## AREAS OF EXPERTISE

Frontend Development | Full-Stack Development | Web Design & UI/UX Optimization | Agile Methodology & Version Control | Content Management & Digital Analytics | Collaboration & Cross-Functional Teamwork | Problem-Solving & Troubleshooting | Professional Communication & Client Relations

## PROFESSIONAL EXPERIENCE

### *Year Up United*

Atlanta, GA

#### **Application Development - Frontend Track**

Aug. 2024 - Present

- Application Development Trainee in Atlanta, GA, with 200+ hours of hands-on training in multiple coding languages.
- Skilled in HTML, CSS, JavaScript, Python, Java, and SQL, gained through intensive training.
- Proficient in MS Suite and Adobe Creative Cloud, boosting productivity and project collaboration.
- Developing key technical skills to excel in dynamic software development environments.
- Peer Tutor, helping classmates with Frontend Development topics from Bootstrap to JavaScript fundamentals.

### ***QGISTIX (formerly known as Greenwave Electronics)***

Atlanta, GA

#### **Laptop Technician**

May 2022 - Aug. 2024

- Tested and evaluated laptops for functionality, ensuring quality standards were met before shipment.
- Graded laptops using a detailed checklist, consistently achieving a 95% average score for condition and performance.
- Diagnosed and resolved startup issues, minimizing downtime and ensuring timely shipments.
- Used KillDisk to securely wipe drives of 250+ laptops daily, ensuring complete data erasure.

### ***CBSI Holdings Inc.***

Atlanta

#### **Inbound Customer Service Representative**

Jan. 2019 - May 2022

- Managed high-volume call overflow, handling up to 200+ calls daily and providing timely solutions with 95% customer satisfaction.
- Utilized Spectrum Agent II by Telescan to process customer inquiries, ensuring 100% accuracy in billing and account updates.
- Maintained professionalism in high-pressure situations, navigating 3+ systems to resolve issues and improve efficiency by 20%.
- Documented all customer interactions, improving future support with 100% accurate notes and reducing follow-up time by 15%.
- Extensive knowledge of client equipment and billing, resolving issues in collections and retention with 95% resolution rate.

## EDUCATION & TRAINING

### **YEAR UP UNITED**

Atlanta, GA

#### **Application Development (*Frontend Development*)**

- Completed coursework in Year Up, a career development program with college-level courses, professional training, and a six-month internship with 250+ corporate partners, specializing in Application Development and training in Excel, business writing, public speaking, and professional skills.
- Peer Tutor (Frontend Development): Collaborated with classmates to solve coding challenges and clarify Frontend concepts, including Bootstrap and JavaScript. This role strengthened my technical expertise and communication skills, reinforcing my commitment to continuous learning and team success.

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| <b>HARVARD</b><br><b>Certificate - Computer Science</b><br><i>Completed coursework in Computer Science.</i> | <i>July 2024</i>   |
| <b>GEORGIA STATE UNIVERSITY</b><br><i>Completed coursework in Computer Science.</i>                         | <i>Atlanta, GA</i> |

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**TECHNICAL SKILLS**

**Proficient in:** JavaScript, React, Node.js, Next.js, HTML, CSS, Tailwind CSS, SQL, Git, WordPress, MailChimp, Notion.  
**Experienced with collaborative tools:** Adobe Creative Suite, Google Workspace, MS Teams, Zoom, Trello, Jira, Slack, and MS Suite.

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| <b>LICENSES &amp; CERTIFICATIONS</b>                          |                  |
| <b>Hardvard CS50X</b>   | <i>Jul. 2024</i> |
| <b>GOOGLE-UX Design</b>                                       | <i>Dec.2023</i>  |
| <b>FREECODECAMP-Responsive Web Design</b>                     | <i>Dec. 2021</i> |
| <b>FREECODECAMP-JavaScript Algorithms and Data Structures</b> | <i>Jan. 2021</i> |
| <b>DR. ANGELA YU-Full-Stack Web Development Boot Camp</b>     | <i>Dec. 2021</i> |