# Tiearra Westbrook

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## Summary:

I'm Tiearra Westbrook, a passionate Full Stack Developer with a love for coding and creating innovative solutions. With a background in web development, I specialize in building dynamic and user-friendly applications that deliver exceptional user experiences. My expertise lies in React, HTML, CSS, JavaScript, and various frameworks and libraries. I thrive on challenges and enjoy collaborating with teams to bring ideas to life. Let's connect and explore how we can work

together to make a positive impact through technology. My skill set extends beyond development, encompassing UI/UX design principles to create visually appealing interfaces that enhance user engagement.

## Hard Skills:

Tools & Technologies: JavaScript | ES6 | HTML | CSS3 | G-Suites | React.js | Node.js | Jira | Confluence | WordPress | Toggl | Material UI | Tailwind |

## Soft Skills:

Customer Service | Administrative Assistance | Problem Solving | Communication Skills | Productivity | Creative Thinking | Adaptability | Time Management | Client Relations | Networking | Leadership | Organization

## Work Experience

**Banyan Labs | Web Developer | February 2025 - Present**
- **Information Sharing** – Communicated important updates to clients, staff, leadership, and stakeholders to keep projects on track.
- **Networking & Partnerships** – Built relationships to establish and strengthen client contracts and partnerships.
- **Web Development** – Designed and managed multiple websites and applications using **HTML, CSS, JavaScript, React, and Node.js**.
- **Version Control:** Git, GitHub, GitLab
- **Backend Technologies**: Express.js, MongoDb
- **Development Tools**: Visual Studio Code, Postman

**The Screen Man | Customer Service | October 2011 - June 2014**

- **Extensive Customer Service Experience –** Worked for many years in customer service, assisting high-volume clients with their needs.
- **Web-Based Systems Expertise –** Utilized various online platforms to efficiently locate and offer the most competitive pricing options.
- **High Accuracy & Customer Satisfaction –** Maintained a 98% accuracy rate in transactions and consistently received positive customer feedback.
- **Negotiation Skills –** Successfully negotiated with timeshare holders, helping them explore options for keeping their timeshares while meeting their financial goals.
- **Problem-Solving & Retention –** Assisted clients in making informed decisions, resolving concerns, and ensuring long-term satisfaction with their investments.
- **Multitasking & Efficiency –** Managed high-volume requests with speed and precision, balancing multiple customer inquiries at once.

**Ramada Plaza Resorts | Customer Service/ Sales November 2007 - October 2010** ●

**Sales & Promotion** – Pitched and sold travel packages to potential timeshare clients for Orlando theme park visits with **Ramada Plaza Resorts** accommodations.

- **Contract Negotiation** – Renegotiated contracts for existing clients to improve terms and retain customers.
- **Package Reinstatement** – Reinstated expired vacation packages to maximize customer retention and satisfaction.
- **Customer Support** – Answered customer questions, addressed concerns, and provided detailed information.
- **Payment Processing** – Handled transactions efficiently and securely to complete bookings.

## Education

*Dec. 2023 – Dec. 2024*
**Persevere– Ocala, FL.** *– Full Stack Developer Boot Camp*

*2007*
**Department of Education,–Hernando, FL.** *– High School Diploma 2007*

## Projects:

- **Portfolio Website:** Built a responsive personal portfolio using HTML, CSS, and JavaScript.
- **Fake-Store-App:** Developed a React.js-based online using a Fake Store API with dynamic product listings.

## Awards

Certifications