TYEISHA STROUD

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PROFESSIONAL SUMMARY

IT Professional with more than ten years of proven experience in customer service and operations support. Familiar with a broad range of programming languages and interactive user interfaces. Possess extensive knowledge of the entire web development process, command line, and shell scripting. Career supported by the pursuit of a Full Stack Developer Certificate and various technical training courses.

- SQL/MySQL
- Python
- API Development
- Linux
- Web and App Development
- UI/UX Design
- Generative AI
- AWS
- Git and GitHub

TECHNICAL PROJECTS

Weather App | April 2024 - July 2024
- Designed an app using React to provide real-time weather updates, forecasts, and alerts with a user-friendly interface and customizable features.

Vitality MarketPlace | May 2024 - July 2024
- E-commerce website using React, dedicated to offering a wide range of healthy, organic products with seamless navigation, secure transactions, and personalized recommendations for a wholesome lifestyle.

Juicee Fruits | July 2024 - Present
- Mobile application using Python, designed for a cold-pressed juice company, enabling customers to conveniently order fresh juices for delivery through Uber Eats and DoorDash.

PROFESSIONAL EXPERIENCE

Goals Plastic Surgery | Atlanta, GA   **2022 – 2024**
Sales Director
- Oversee and manage the day-to-day operations of a busy plastic surgery office, ensuring smooth workflows
- and a high standard of patient care
- Develop and implement efficient scheduling systems, resulting in a 20% reduction in patient waiting times and increased appointment adherence.
- Collaborate with the medical team to enhance patient experiences, improve service offerings, and maintain compliance with medical regulations.

Exhale MedSpa | Atlanta, GA   **2018 – 2022**
Spa Director
- Optimized spa operations by effectively scheduling and assigning tasks to employees, resulting in increased client satisfaction and streamlined office processes.
- Enhanced staff retention and performance by recruiting, selecting, orienting, and training a team of highly skilled employees, leading to a 20% improvement in overall service quality.
- Boosted sales and client engagement by training all staff members to achieve top sales performance, contributing to a 45% increase in revenue.
- Elevated brand visibility and profitability by implementing advanced marketing strategies, leveraging social media, and conducting in-depth analysis of financial statements, resulting in a 25% increase in client bookings and improved profit margins.

Sprint | Atlanta, GA   **2013 – 2018**
Sales Manager/Technical Support
- Accurately sets up accounts, so customers are ready to use their new devices and plans as soon as

- the customer leaves the store.
- Marketing all merchandise at a high-end level by studying advertising, sales promotion using all Social Media outlets. Meets or exceeds key performance objectives, including sales and customer satisfaction goals.
- Delivers an outstanding store experience that improves customer loyalty and strengthens the Sprint brand

TECHNICAL SKILLS

Programming Languages: HTML5, CSS, JavaScript, Python, Ruby, C#, PHP, SQL
Cloud Computing: AWS, GitHub, Microsoft Azure
Frameworks: React, Node, Express, MongoDB, MERN, BASH, Angular, MySQL
Operating Systems: Linux, Windows 10, Mac OS X, Ubuntu, Android/iOS, Windows Server

EDUCATION AND CERTIFICATIONS

Path2TECH | NPower | September 2024
Obtained: Full Stack Development
Credential Verified Certificate: https://credsverse.com/credentials/54ae4ace-f70b-41cf-b136-c674871007f1?preview=1

Certifications
Obtained: Introduction to Git and GitHub (Google) • Python (Coursera) • UX/UI Design(Coursera)