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# VALYA STRIZHEUS

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## PROFILE

Motivated and detail-oriented professional with over 9 years of experience in customer service within the transportation and insurance industry. Currently transitioning into a career in full stack application development, equipped with extensive training in modern web technologies through a comprehensive bootcamp program. Adept at problem-solving, team collaboration, and applying technical skills to build and optimize web applications.

## EXPERIENCE

### LOSS REPORTING TEAM LEAD, GRANGE INSURANCE – 2022-PRESENT

- ❖ Conduct training, auditing, and support for the loss reporting team.
- ❖ Promote engagement and team building activities.
- ❖ Assist with projects to enhance process efficiency.
- ❖ Maintain and update the loss reporting knowledge base.
- ❖ Create quick reference guides (QRGs) for the department.

### LOSS REPORTING SPECIALIST, GRANGE INSURANCE – 2019-2022

- ❖ Managed and filed new claims, assisted customers with existing claims.
- ❖ Supported operators with call management, indexing, and answering queries.
- ❖ Achieved and exceeded departmental goals for service and quality.

### PERSONAL ASSISTANT, MELISSA BOW – 2018-2019

- ❖ Provided at-home personal assistance including merchandise returns, organizing supplies, and assisting with various household tasks.

### TL TRACKER/DISPATCHER, FST LOGISTICS, INC – 2016-2018

- ❖ Coordinated daily driver communications to ensure timely pickups and deliveries.
- ❖ Maintained stress-free communication among dispatchers and drivers.

### SCHEDULER, FST LOGISTICS, INC – 2015-2016

- ❖ Scheduled delivery appointments and communicated with CSR representatives for smooth operations.
- ❖ Ensured accurate tracking of load cards and timely communication of any delays.

## EDUCATION

1696 London Groveport Rd Grove City OH 43123 United States +16145725210

[www.example.com](http://www.example.com)

FULL STACK APPLICATION DEVELOPMENT BOOTCAMP, OHIO STATE UNIVERSITY –  
COMPLETION DATE: OCTOBER, 2024

HIGH SCHOOL DIPLOMA, PENN FOSTER HIGH SCHOOL – COMPLETION DATE:  
2012

## SKILLS

- ❖ **Languages:** JavaScript, HTML, CSS, SQL
- ❖ **Frameworks/Libraries:** Node.js, Express.js, React, Bootstrap, Tailwind CSS, jQuery
- ❖ **Databases:** MongoDB, SQL
- ❖ **Tools/Technologies:** Git, GitHub, RESTful APIs, AJAX, JSON, AI Technologies
- ❖ **Methodologies:** Agile Development, Test-Driven Development (TDD)
- ❖ **Additional Skills:** Fluent in English, Ukrainian, and Russian; strong organizational and communication skills

## PROJECTS

### Highlighted Projects:

#### Project 1: Client-Side Application with Third-Party APIs

- ❖ Developed a client-side web application using HTML, CSS, JavaScript, and third-party APIs.
- ❖ [GitHub Repository](#)

#### Project 2: Full-Stack Web Application

- ❖ Engineered a full-stack web application incorporating Node.js, Express.js, and a SQL/NoSQL database.
- ❖ Implemented user authentication and CRUD operations.
- ❖ [GitHub Repository](#) - COMING SOON

#### Final Project: Dynamic Single-Page Application (MERN Stack)

- ❖ Created a dynamic, single-page application using the MERN stack (MongoDB, Express.js, React, Node.js).
- ❖ Applied progressive web app (PWA) principles and computer science fundamentals.
- ❖ [GitHub Repository](#) - COMING SOON

For a complete list of projects, please visit my GitHub profile: [github.com/valyastriz](https://github.com/valyastriz)

## AWARDS

Received one of 22 company-wide annual accolades in 2022 for exceptional performance and making a difference at Grange Insurance.

## REFERENCES

**Available upon request**