

Veronica Moss

Software engineer with a strong focus on front-end development. Thrives in dynamic, fast-paced environments, leveraging a passion for technology to drive innovative solutions. Demonstrated leadership abilities, adeptly guiding cross-functional teams to success and fostering positive change through data-driven insights.

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WORK-EXPERIENCE

Tesla , South Texas Region — Sr. VSC Advisor

October 2022 - September 2023

- Leveraged expertise to assess, troubleshoot, and contribute to strategic decisions addressing customer vehicle concerns, ensuring swift and effective resolutions.
- Ensured the execution of accurate repair plans through meticulous investigation and logical reasoning, guaranteeing optimal vehicle performance.
- Conducted diversions and provided customer education on vehicle firmware characteristics, enhancing customer understanding and satisfaction.
- Managed customer volume efficiently, ensuring appointments were scheduled and serviced within 3 days, optimizing customer experience and satisfaction.

Tesla , Houston , TX — Sr. Operations Advisor - Operations Advisor II

November 2020 - October 2022

- Directed training initiatives and ensured seamless delegation, fostering a culture of quality and consistency among team members.
- Collaborated closely with upper management to devise and execute innovative business strategies on a quarterly basis.
- Contributed to the recruitment process by conducting interviews for prospective employees, ensuring alignment with organizational objectives.
- Conducted weekly observations to optimize in-store operations, utilizing Tableau reports daily to track and enhance key performance indicators (KPIs).
- Orchestrated morning huddles and coordinated daily planners, fostering a cohesive and goal-oriented work environment.
- Managed procurement processes, creating purchase orders and liaising directly with third-party service vendors.

Mercedes Benz of The Woodlands , Conroe , TX — Loaner Car Coordinator / Service Valet

June 2016 - November 2020

- Streamlined service operations by efficiently preparing service tags and expertly parking guest vehicles to facilitate swift technician access.
- Spearheaded the management of a loaner fleet, ensuring optimal utilization through contract maintenance and logistics coordination

EDUCATION

App Academy, Full-Stack Software Engineering BootCamp

October 2023 - April 2024

SKILLS

Debugging

Data Analysis

Adaptability

Front-End: JavaScript, Python, CSS, HTML, API's

Back-End: Express, Flask, Sequelize, React, Redux

Developing Full-Stack Applications

AWARDS

Tesla, Houston Impact Award, Q3 2021

Tesla, Top Quality Producer, Virtual Service, Q4 2022

Full-Stack Projects

<https://techtrist.onrender.com>

<https://theone-project.onrender.com>

