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.

Phone: 832-205-7213

Email: vivettemoss@yahoo.com

LinkedIn:
https://www.linkedin.com/in/veronica-moss

GitHub: https://github.com/vmoss1

Portfolio: https://vmoss1.github.io

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.

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.

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

Teaches full-stack web development: Python, SQL, JavaScript, React, TDD, algorithms, design patterns, and programming best practices.

Rigorous 1000-hour software development course with <3% acceptance rate

SKILLS

Debugging

Data Analysis

Adaptability

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

Back-End: Express.js, Flask, Sequelize, Node.js

PROJECTS

https://techtrist.onrender.com

https://theone-project.onrender.com