

Vanessa Skelton

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Summary:

Customer service professional with 8+ years of experience in fast-paced environments, including telecommunications, retail, and healthcare, seeking to leverage strong communication, problem-solving, and customer-centric skills in a Web Development role. Completed a full-stack web development bootcamp with CareerFoundry, building several real-world projects.

Skills:

- **Languages:** HTML, CSS, JavaScript
- **Front-end:** React, Angular, Bootstrap, jQuery
- **Back-end:** Node.js, Express
- **Databases:** MongoDB, PostgreSQL
- **Tools:** Git, Postman, Babel

Projects:

myFlix (Full-Stack)

Developed a movie web application, including both the server-side and client-side components.

- Built a REST API using Node.js and Express to manage movie data in a database (PostgreSQL and MongoDB).
- Developed the client-side using React, enabling users to access movie information, with features like user authentication and movie browsing.
- Utilized React Router for navigation and Bootstrap for responsive design.

Technologies: Node.js, Express, REST API, SQL (PostgreSQL), NoSQL (MongoDB), React, HTML, CSS, JavaScript, React Router, Bootstrap

<https://github.com/vskelton/MovieAPI.git>

<https://github.com/vskelton/myFlix-client.git>

Meet App

Built a serverless, progressive web application (PWA) using React and Test-Driven Development to fetch and display upcoming events from the Google Calendar API.

- Developed the application using a Test-Driven Development approach.
- Integrated the Google Calendar API to retrieve event data.
- Implemented PWA features such as offline support and “Add to Home Screen” functionality.

Technologies: React, Serverless, PWA

<https://github.com/vskelton/Meet.git>

React Native Mobile Chat App

Built a mobile chat application for iOS and Android using React Native, providing users with a chat interface, image sharing, and location sharing capabilities.

- Developed the chat interface using the Gifted Chat library.
- Implemented features for sending text messages, images (from device library and camera), and location data
- Utilized Google Firestore Database for storing chat messages.

Technologies: React Native, Expo, Google Firestore Database

<https://github.com/vskelton/newchatapp.git>

Experience:

CVS Health | Health Concierge | Nov 2023-July 2024

- Answered questions and resolved issues for members and providers via phone.
- Educated and assisted customers on various elements of benefit plan information.
- Collaborated with coworkers to deliver excellent customer experience.

Verizon Wireless | Customer Serve Representative | Sept 2015-January 2018

- Communicated with customers over the phone to help with wireless accounts.
- Advised customers of wireless plans and data needs.
- Assisted customers with setting up features and international plans, if needed.

Advance Auto Parts | Commercial Parts Pro | Feb 2011 - Sept 2015

- Communicated with customers over the phone to help order automobile parts.
- Accepted payments from customers for commercial accounts.
- Routed mobile professionals to auto mechanic shops to drop off parts.

T-Mobile | Sales Representative | May 2009 - Jan 2011

- Assisted potential new customers with opening cellular and internet services.
- Accepted payment from customers.
- Provided technical assistance to customers with cellular devices.

Education:

CareerFoundry | Full Stack Web Development Bootcamp | April 2025

Hillsborough Community College | Associate of Arts in Liberal Arts | May 2009