Emmanuel N. Bielonwu

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GitHub: https://github.com/websniffer1

PERSONAL SUMMARY

Full Stack Web Developer with a background in medicine and a life-long dedication to learning. Effective at combining creativity and problem solving to develop user-friendly applications. Known among colleagues for strong wit and attention to detail no matter the complexity of the project.

EDUCATION

Full Stack Web Development Bootcamp   Nov. 2018 – June 2019
George Washington University

EXPERIENCE
Association for Talent Development – Alexandria, VA   March 2018 - Current

Customer Service Team Lead
- Placate escalated service calls using diplomacy and tact, ensuring that clients' needs are addressed to maintain client satisfaction, retention, and ongoing business.
- Established new processes and procedures that were used in new hire training as well as codified established rules of conduct for existing employees.
- Involved in the hiring and onboarding of new call center

DealerOn Inc. – Rockville, MD   June 2017 – February 2018

Client Support Specialist I

• Made front-end design changes to dealership websites as requested by customer using HTML, CSS and bootstrap technologies.
• Assist Production and other internal teams with onboarding new customers and building trust-based relationships.
• Document and share client's priorities with internal teams to build new cases or inform ongoing projects or initiatives.

TECHNICAL SKILLS

HTML5, CSS3, JavaScript, jQuery, Java, Bootstrap, Firebase Ajax, Node.js, Express.js, React.js, Node.js, MongoDB, MySQL

PROJECTS

Trivia Game: https://github.com/websniffer1/TriviaGame
Train Scheduler: https://github.com/websniffer1/Train-Scheduler
Google Books Search: https://github.com/websniffer1/NYT-Google-Books-Search
Friend Finder: https://github.com/websniffer1/friend-finder
News Scraper: https://github.com/websniffer1/All-the-News-That-s-Fit-to-Scrape

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Liri Node App: https://github.com/websniffer1/liri-node-app
References are available