

Emmanuel N. Bielonwu

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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
George Washington University

Nov. 2018 – June 2019

EXPERIENCE

Association for Talent Development – Alexandria, VA

June 2017 - 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

February 2015 – October 2016

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

RPG Game: <https://websniffer1.github.io/unit-4-game/>

Trivia Game: <https://websniffer1.github.io/TriviaGame/>

Train Scheduler: <https://websniffer1.github.io/Train-Scheduler/>

References are available