

# AMANDA WISNIOWSKI

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Web Developer with a strong background in digital communications and customer service. Adept at working independently or on diverse teams. Thrives in environments that implement new technologies and software. Proficient in JavaScript, HTML5, CSS, React, Bootstrap, Express, Node, jQuery, Firebase, and MongoDB.

## **EDUCATION**

**Full-Stack Web Developer Certificate**, Full Stack Program at University of Texas, Austin, TX - Jan 2018

**M.S. in Interactive Media**, Quinnipiac University, Hamden, CT - May 2014

**B.A. in Journalism and Political Science**, Cum Laude, University of Connecticut, Storrs, CT-May 2010

## **APPLICATIONS BUILT**

### **DOTA 2 Hero Database**

- ❖ Interactive hero application for DOTA 2 game fanatics. Presents users with all DOTA 2 players and their stats. All information is dynamically formatted and displayed using DOTA 2 and YouTube Data APIs, Giphy, and Bulma. Deployed via GitHub Pages.
- ❖ <https://wisnioa.github.io/Dota2Database/>

### **BAMAZON**

- ❖ An interactive, Amazon-like command line app where MySQL and Node.JS are used to allow users to purchase items. Inventory gets updated in the corresponding mySQL database and produces a total price to users for items they bought.
- ❖ <https://github.com/wisnioa/bamazon>

### **Mavens and Mavericks**

- ❖ A full stack social media app that pairs mentors and mentees together to foster growth and help individuals discern how their personal abilities can improve a company or impact an industry throughout their career. Matching is completed through sorting logic based on a user's career level, industry experience, and coding languages of choice. This web app is built with React, Node.js, Express, Axios, and Mongoose.
- ❖ <https://mavens-and-mavericks.herokuapp.com/>

## **PROFESSIONAL EXPERIENCE**

**Otis Elevator Company**, Farmington, CT Oct 2010-present

Third Party Work Order Specialist, Jan 2016-present

OtisLine Elite Specialist, June 2011-present

OtisLine Customer Service Representative, Oct 2010—June 2011

### ***Customer Service/Communications***

- ❖ Troubleshoot elevator software problems for Elite customers using OES programs.
- ❖ Problem solve with Otis team of engineers and field mechanics in order to provide customer resolution.
- ❖ Address and mitigate customer concern as a member of the Customer Relations Team
- ❖ Manage conflict/anxiety when working with passengers trapped in elevators.
- ❖ Program elevator emergency phones remotely.

### ***Data Management***

- ❖ Process and manage strategic accounts work orders via customer work order systems.
- ❖ Follow up with local offices, sales reps, and customer contacts regarding open work orders.

- ❖ Upload proposals and other documents into customer work order systems.
- ❖ Update profile information for buildings and accounts.
- ❖ Contact local offices weekly to invoice work orders.
- ❖ Produce reports of elevator and escalator maintenance records for customers and inspectors.
- ❖ Revise daily rosters of on call mechanics and maintenance supervisors.