# Amanda Wisniowski

## Web Developer

## Personal Summary

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, Materialize CSS, Express, Node, jQuery, Firebase, Git, and MongoDB.

## Applications Built

Mavens and Mavericks: A full stack social media app for web developers, pairing mentors and mentees together . This web app is built with React, Node.js, Express, Axios, and Mongoose.
https://mavens-and-mavericks.herokuapp.com/

BAMAZON: An interactive, Amazon-like command line app where MySQL and Node.JS are used to allow users to purchase items, tallies up total, and inventory gets updated in the database.
https://github.com/wisnioa/bamazon/

DOTA 2 Hero Database: Interactive hero application for DOTA 2 game fanatics, presenting 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.
https://wisnioa.github.io/Dota2Database/

## Work Experience

Otis Elevator Company, Oct 2010-present

3rd Party Work Order Specialist, Jan 2016-present
OtisLine Elite Specialist, June 2011-present
OtisLine Customer Service Representative, Oct 2010—June 2011

◆ 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
◆ Program elevator emergency phones remotely.
◆ 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.

## Personal

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## Education

- Certificate, Full-Stack Web Developer, University of Texas at Austin, 2018
- M.S., Interactive Media, Quinnipiac University, 2011 - 2014
- B.A., Political Science and Journalism. University of Connecticut, 2006-2010