

# YVETTE JOHNSON-RODGERS

Full-Stack Developer | Albuquerque, New Mexico | (505) 859-6496

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## SUMMARY

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After working closely with technology for the last ten years, I decided to go further into the digital world by actually creating apps and web pages for other people to use. I started by teaching myself HTML and CSS, and really enjoyed the combination of using a concrete computer language to accomplish a creative goal in the form of live, interactive content. I decided to make this a career change and joined Deep Dive Coding, a 10 week long intensive coding bootcamp. I look forward to developing for a local Albuquerque tech company, where I can bring my positive attitude and client first mindset.

## HIGHLIGHTED SKILLS

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**Programming Skills:** Bootstrap, CSS3, HTML5, Javascript, jQuery, MySQL, PHP and PHPUnit, Angular; knowledge of design patterns and unit testing

**Tech Skills:** Familiarity with Windows: XP, Vista, 7, 8, 8.1; iOS, Android; Microsoft Office, G Suite, Adobe PS LightRoom; unit testing, experience with command line scripting, hardware, software, and network troubleshooting

**People Skills:** Leadership, management, public speaking, training, developmental coaching, customer service, business support, technical support

## RECENT EXPERIENCE

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### Verizon Wireless

2008-2018

#### *Tech Support Supervisor*

- Participated in a year long leadership development program, honing my leadership skills and practicing them as center and team support and employee engagement programs.
- Identified needs for supplemental training, then developed and delivered them to large groups.
- Six months in an active leadership role as a Supervisor, managed two teams of call taking agents, of 10 people and 15 people respectively.

#### *Trainer and Coach*

- Provided development, training, and on the job support for 9 teams of agents new to the Tech Support role.
- Updated and later re-created new materials for daily and weekly focus for the 6 week program.

#### *Tech Support*

- Supported customer base via inbound phone calls in all mobile operating systems, computers using the cellular network, and voice services for all phones.
- Handled customer concerns while balancing the needs of the business such as average handle time, financial credits, and soft sales goals.

## EDUCATION & CERTIFICATES

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<b>Deep Dive Coding Fullstack Bootcamp</b> Certificate - 400 hours of full-stack web development	<b>2018</b>
<b>The University of New Mexico</b> Albuquerque, NM Bachelor of Arts in Communication, focus in Interpersonal Communication Minor in Psychology	<b>2014</b>
<b>Tech Skills Network+ Class</b>	<b>2016</b>
<b>COMPTIA A+ Certification</b> Hardware and Service Technician	<b>2010</b>

## COMMUNITY ENGAGEMENT

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<b>Reading Works, Inc.</b> Adult Tutor for Literacy and High School Equivalency Exam	<b>2014 - Present</b>
<b>Albuquerque MeetUp Groups</b> Girl Develop It Deep Dive Coding Code for ABQ ABQ Web Geeks	

## REFERENCES AVAILABLE ON REQUEST