YVETTE JOHNSON-RODGERS

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SUMMARY

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

Tech Skills: Angular, Bootstrap, CSS3, HTML5, Javascript, jQuery, MySQL, PHP and PHPUnit; familiarity with Windows: XP, Vista, 7, 8, 8.1; iOS, Android; Microsoft Office, G Suite, Adobe PS LightRoom; knowledge of design patterns; 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

Verizon   **2008-2018**

Management
- 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, developed and delivered them to large groups.
- Six months in an active leadership role as a Supervisor, managing two teams total, 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 sales goals.

EDUCATION & CERTIFICATES

Deep Dive Coding Fullstack Bootcamp   **June 2018**
Certificate - 400 hours of immersive study

The University of New Mexico Albuquerque, NM   **2007-2014**
Bachelor of Arts in Communication, focus in Interpersonal Communication
Minor in Psychology

Tech Skills Network+ Class   **June 2016**

COMPTIA A+ Certification   **May 2010**
Hardware and Service Technician

COMMUNITY ENGAGEMENT

Reading Works, Inc.   **2014 - Present**
Adult Tutor for Literacy and High School Equivalency Exam

Albuquerque MeetUp Groups
Girl Develop It
Deep Dive Coding