

# YVETTE JOHNSON-RODGERS

Albuquerque, New Mexico | (505) 859-6496  
[yvette@yvette.io](mailto:yvette@yvette.io) | [www.yvette.io](http://www.yvette.io) | [Github: yvejir](https://github.com/yvejir)  
[LinkedIn: Yvette Johnson-Rodgers](#)

## 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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**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; 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

## EDUCATION & CERTIFICATES

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<b>Deep Dive Coding Fullstack Bootcamp</b> Certificate - 400 hours of immersive study	<b>June 2018</b>
<b>The University of New Mexico</b> Albuquerque, NM Bachelor of Arts in Communication, focus in Interpersonal Communication Minor in Psychology	<b>2007-2014</b>
<b>Tech Skills Network+ Class</b>	<b>June 2016</b>
<b>COMPTIA A+ Certification</b> Hardware and Service Technician	<b>May 2010</b>

## RECENT EXPERIENCE

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**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 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.

## COMMUNITY ENGAGEMENT

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**Reading Works, Inc.**

**2014 - Present**

Adult Tutor for Literacy and High School Equivalency Exam

### **Albuquerque MeetUp Groups**

Girl Develop It

Deep Dive Coding