

# YVETTE JOHNSON-RODGERS

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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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**Computer Languages:** Angular, Bootstrap, CSS3, HTML5, Javascript, jQuery, MySQL, PHP and PHPUnit

**Operating Systems:** Windows: XP, Vista, 7, 8, 8.1; iOS, Android

**Software:** Microsoft Office, G Suite, Adobe PS LightRoom

**Troubleshooting:** Desktop and laptop computers, mobile devices, and wired, wireless, and cellular networks

**People Skills:** Leadership, Public Speaking, Training, Coaching, Customer Service, Technical Support

**Other Skills:** Knowledge of design patterns, command line scripting

## EDUCATION & CERTIFICATES

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<b>Deep Dive Coding Fullstack Bootcamp</b>	<b>Expected June 2018</b>
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<b>The University of New Mexico</b> Albuquerque, NM	<b>2007-2014</b>
Bachelor of Arts in Communication, focus in Interpersonal Communication	
Minor in Psychology	

<b>Tech Skills Network+ Class</b>	<b>June 2016</b>
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<b>COMPTIA A+ Certification</b>	<b>May 2010</b>
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## RECENT EXPERIENCE

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<b>Verizon</b>	<b>2008-2018</b>
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### *Customer Service*

Handled customer concerns while balancing the needs of the business such as average handle time, financial credits, and sales goals.

### *Tech Support*

Supported customer base in all mobile operating systems, computers using the cellular network, and voice services for all phones. I continued to sharpen my support and customer interaction skills.

#### *Coach*

Provided on the job training and support for agents new to the Tech Support role. I updated and later re-created new materials for daily and weekly focus for the 6 week program.

#### *Leadership*

Participated in a year long leadership development program, honing my leadership skills and practicing them as center and team support. One side project was collaboratively identifying needs for additional supplemental training and employee engagement programs, then developing and delivering them to large groups.

I then spent six months in an active leadership role as a Supervisor, managing two teams total, of 10 people and 15 people respectively.

### **Bode Aviation**

**2006-2008**

#### *Facilities Maintenance*

Maintained cleanliness, detailing aircraft, and assisted with remodeling and moving locations of the business.

#### *Fixed Base Operations*

Marshallled and re-fueled aircraft, worked the front desk for reservations, billing, and other customer needs.

## **COMMUNITY ENGAGEMENT**

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### **Reading Works, Inc.**

**2014 - Present**

Adult Tutor for Literacy and High School Equivalency Exam