

YVETTE JOHNSON-RODGERS

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

yvette@yvette.io | www.yvette.io | [Github: yvejir](https://github.com/yvejir) | [LinkedIn: Yvette Johnson-Rodgers](https://www.linkedin.com/in/Yvette-Johnson-Rodgers)

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

Programming Skills: Fluent with Angular, Bootstrap, CSS3, HTML5, Javascript, jQuery, MySQL, PHP and PHPUnit; knowledge of design patterns;

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

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 sales goals.

EDUCATION & CERTIFICATES

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

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

REFERENCES AVAILABLE ON REQUEST
