Zenaida Adame

www.linkedin.com/in/zenaida-adame
https://github.com/zenagrams

SKILLS

- **Technologies:** HTML5, CSS3, JavaScript, Figma, Console DevTools, Visual Studio Code, PyCharm, Terminal, Git, GitHub
- **Cross-Functional Collaboration:** Team Leadership, Team Collaboration, Project Coordination, Slack, Teams, Zoom, Client Issue Resolution, Problem-Solving, TeamViewer, Shopify, Air table

PROJECTS/WORK EXPERIENCE

Portfolio	JavaScript Game (English/Spanish)
https://zenagrams.github.io/Portfolio/	https://zenagrams.github.io/FarmAnimalsELLGame/

Web Development Bootcamp | G{Code} | Sept 2023 - Dec 2023

- Collaborated with peers on team-based challenges, code reviews and produced portfolio-ready projects on GitHub to showcase practical programming skills.

Customer Support Specialist | Tecovas (Remote) | Sept 2022 - Present

- Achieved a 100% CSAT score based on 300+ customer responses, resolving product inquiries, shipping logistics, and purchase-related concerns.
- Managed communication channels, including email (AHT: 24-48 hrs.), live chat (AHT: 7-10 min), and phone (AHT: 4-6 min), demonstrating strong technical support and problem-solving abilities.

SaaS Customer & Billing Specialist | Sandhills (NE) | July 2019 - Sept 2020

- Conducted 1-on-1 remote software troubleshooting, ensuring timely project delivery and fostering client relationships.
- Streamlined payment applications and managed high-volume (60 average calls/day) data entry processes, emphasizing accuracy and attention to detail.

Shift Supervisor | Hy-Vee Market Grille (NE) | March 2015 - May 2019

- Oversaw operational tasks, including inventory control, safety standards, and task delegation, ensuring a 0-safety incident record over a 2-year period.

- Cultivated a collaborative work environment with a 95% team retention rate, focusing on customer satisfaction and workplace culture enhancement.

EDUCATION

- **G{Code} School** | Web Development Bootcamp | Dec 2023
- **Nebraska Wesleyan University** | Bachelor of Arts in Communication Studies | Dec 2019