

# Desirae Zidan

## ABOUT ME

I am a current student at The University of Arizona Coding, and enrolled in their Boot Camp Certification Program. It is a 24-week web development course offered in Gilbert, AZ. The full-stack curriculum includes HTML5, CSS3, JavaScript, jQuery, Java, Bootstrap, Express.js, React.js, Node.js, Database Theory, MongoDB, MySQL, Command Line, Git, and more.

## EXPERIENCE

The Vanguard Group, Inc., Scottsdale, AZ — Operations Specialist  
June 2017 – August 2019

- Received complex monetary and clerical client requests within brokerage and mutual fund accounts.
- Interpreted, researched and processed each request using the highest quality service and accuracy standards.
- Communicated and built relationships effectively with internal and external clients by incorporating CRM skills. Maintained effective work relationships by handling peer and management interactions in a positive and cooperative manner.
- Consistently followed policies and procedures for completing work while independently utilizing systems and resources effectively. Exhibited a sense of urgency and accountability for the client experience.
- Demonstrated logical, systematic approach to problem solving, focusing on client expectations and improving effectiveness and efficiency of operations. Leveraged online resources and past experiences to independently meet challenges and provide viable alternative solutions as needed.
- Complied with all FINRA, SEC, and Vanguard internal policies regarding client contact.
- Identified workflow-related issues, trends, and made recommendations for improvement to management. Assisted with implementation of improvements as assigned.

Passport Health - Corporate Office, Scottsdale, AZ — Administrative Intern  
August 2016 - January 2017

- Delivered top-notch administrative support to office staff, promoting excellence in office operations by responding to emails and other correspondence to facilitate communication and enhance business processes.
- Created and updated physical records and digital files to maintain current, accurate and compliant documentation using the in-house Electronic Medical Record and Practice Management system.
- Confirmed and requested required authorization forms for medical appointments, maintained database records, and created and renewed contracts through phone and email interaction with medical service companies and their clients.
- Conducted thorough research using diverse resources to assist professional staff with routine and special project tasks such as maintaining database records through data input.
- Conducted confirmation calls for clinic events and created and updated the online scheduler for the clinic events.

## PERSONAL INFORMATION

Address: Phoenix, AZ

Phone: (707) 338-7046

Email:

[zidan.desirae@gmail.com](mailto:zidan.desirae@gmail.com)

LinkedIn:

[www.linkedin.com/in/desirae-zidan](http://www.linkedin.com/in/desirae-zidan)

GitHub:

[www.github.com/zidandesirae](http://www.github.com/zidandesirae)

## SKILLS

Analytical skills

Organized and detail oriented

Time management

Critical thinker and problem solver

Client and quality focused

Coachable and goal-oriented

Relationship management

## EDUCATION

University of Arizona,  
Gilbert, AZ

Certificate Program:

Coding Boot Camp

November 2019 - May 2020

Arizona State University,  
Tempe, AZ

Bachelor of Arts:

Organizational Leadership

January 2015 - May 2017

University of Arizona,  
Tucson, AZ

August 2012 – December 2014

Casa Grande High School,  
Petaluma CA

August 2008 - May 2012