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Summary

Communications professional turned full-stack web developer. I am an eager-to-learn coder looking to add my collaborative spirit, communication skills, and problem-solving ability, to a team developing amazing and accessible apps.

Technical Skills

HTML	NPM	MongoDB
CSS	Node.js	Mongoose
JavaScript	Express.js	OAuth
React.js	EJS	Git

Projects

The Connect - personal project
Github (tinyurl.com/git-connect) | Project (the-connect.cyclic.app)
Description: A full-stack web app designed to build community and support local black-owned small businesses through reviews. Features a fully responsive UI, OAuth authentication, user registration and log in, and the ability to create reviews with detailed information.
Tech used: HTML, CSS, JavaScript, NPM, Node.js, express.js, EJS, MongoDB, Mongoose, OAuth

CodeSquad Comics - personal project
Github (tinyURL) | Project (tinyURL)
Description: CodeSquad Comics is a library of comic books with details that features a user-friendly, adaptable interface that adjusts to any user's device and a password protected admin interface. This responsive web app was created based on design specifications provided.
Tech used: HTML, CSS, NPM, Node.js, express.js, EJS, MongoDB, Mongoose

Experience

Senior Engineer I - PlayOn! Sports (2022 - present)
- Perform technical tasks, troubleshoot network issues, and provide technical assistance to installers and district IT professionals
- Act as subject matter expert (SME) on installation troubleshooting for a team of 8
- Tools used: Zendesk, Salesforce, Canopy, Leaf, Five9

Achievements:
- Increased school event success rate from 30% to 90% for 100+ problem units at schools

Install Support Engineer - PlayOn! Sports (2021 - 2022)
- Performed system/camera calibrations and completed camera system installations with field installers
- Assisted with training new hires on camera installations and calibrations troubleshooting
- Tools used: Zendesk, Salesforce

Achievements:
- Completed 30 camera calibrations per day
- Maintained a CSAT score of 97% in Zendesk

Education

CodeSquad (2023) - Certificate in Full-Stack Web Development
Lasell University (2019 - 2022) - M.S. in Communications
Georgia Southern University (2014 - 2018) - B.S. in Public Relations