

SKILLS JavaScript, Python, SQL, HTML / CSS, React / Redux, Express, Flask, Node.js, PostgreSQL, Sequelize, AWS S3, SQLAlchemy

TECHNICAL PROJECTS

rBoard | (*JavaScript, React / Redux, Python, Flask, PostgreSQL, SQLAlchemy*)

[live](#) | [github](#)

- Developed smooth, draggable **UI** components in **React** by monitoring and tracking **MouseEvents**, manipulating absolute positioning in **Styled Components**, and making fetch calls to endpoints on a **Python** backend using **SQLAlchemy** to store updated objects in a **PostgreSQL** database to allow users to customize a persistent layout of elements on their boards.
- Implemented a single-page application in **React** with one front-end route, providing users with a simple **UI/UX** to perform **CRUD** actions on **4 features** that occur through the navigation bar and/or board items themselves.
- Designed a toggle-able editing system using **CSS** and **Styled Components** that mimic the target element in order to seemingly update the contents of a board item directly, in real time, without being taken to other pages or forms.

Pseudogram | (*JavaScript, React / Redux, Python, Flask, PostgreSQL, SQLAlchemy, AWS*)

[live](#) | [github](#)

- Streamlined **Redux** store state by nesting user image information under the user with eager loading, enabling simpler manipulation of the user image likes and comments during CRUD related actions.
- Used **AWS S3** to build a reusable **React** image upload modal using a custom context provider, allowing for easy implementation on any authorized front-end route while also reducing server load.
- Constructed a reusable **React** component to toggle like/unlike status, requiring only one prop and using **Javascript** logic to determine which **Redux** thunk action creator to dispatch, allowing for easy implementation in development.

gravyNcurds | (*Javascript, React / Redux, Express, PostgreSQL, Sequelize*)

[live](#) | [github](#)

- Expanded user control by tying a user's check-ins to their account through relational tables in **SQL** and eager loading of that data with **Sequelize**, allowing users to easily retrieve, edit, and delete check-ins as needed.
- Restructured the login and signup forms in **React** with dedicated space for validation error messages using the **Express Validator library** and **Javascript** regular expression checks, allowing users to instantly identify the field with the error and avoid resizing elements as a result of validation errors.
- Created a **React** component with **Javascript** conditionals to dynamically update the timestamp display on each check-in with the most pertinent time unit to display.

WORK EXPERIENCE

Customer Care Manager, *Renaissance Solutions*

Oct 2019 - Feb 2021

- **Spearheaded the development of a centralized customer care department** by implementing policies and procedures **across 3 states**, analyzing data focused on continuous improvement, and designing training programs for retail staff to provide consistent, high-quality service.

General Manager, Assistant Store Manager, Supervisor, Retail Associate

Terrapin Care Station (Subsidiary of Renaissance Solutions)

Jun 2017 - Oct 2019

- Achieved **multiple promotions with increasing responsibility** through these four positions in **< 2 years** by demonstrating leadership, proactive problem solving, and excellent customer service skills.
- Transitioned location from medical-only to dual-use by facilitating compliance with robust, new regulations and training staff to work under 2, different regulatory environments, leading to **>100% increase in daily customer traffic**.

Team Focal / Subject Matter Expert, *IBM*

Jul 2014 - Dec 2016

- **Automated 7 substantial reporting and email notification processes** with **VBA scripts in Excel**, allowing the company to reallocate valuable resources to another team.
- Drove a **45% reduction** in the count of aged incidents in a **16-week period** with a combination of automated reporting, notifications, and resolver group education.

EDUCATION

AppAcademy - *Full-Stack Software Engineering*

2021

- *Relevant Coursework: Object Oriented Programming (OOP), Test Driven Development (TDD), Coding Best Practices, Systems Design & Architecture, Data Structures, Algorithms, Agile/SCRUM Methodologies*

University of Colorado at Boulder - *Bachelor of Music in Vocal Music Performance*

2009-2012