Lorena Ramirez

Career Objective

Proactive professional with reputable communication, critical thinking, and planning skills. Aiming to leverage my abilities to successfully fulfill the role of an entry level junior developer at your company. Driven with a natural sense of self-motivation and therefore, can be relied upon to help contribute to the enhancement and overall achievement of your company's goals.

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GENERAL SKILLS

Problem Solving

Efficient Time Management

Concise Communication

Decision Making

Adaptability

Organization

Leadership

Attention to Detail

Customer Service

Working under pressure

EDUCATION

Full-Stack Web Development Coding Bootcamp
University of North Carolina Charlotte
10/2020 - Present

University of North Carolina Charlotte
Completed coursework towards Bachelor of Science (B.S) Computer Science
08/2019 - 10/2020   *GPA: 3.74*

Relevant Coursework

- Intro to Computer Science I
- Computing Professionals
- Intro to Computer Science II
- Data Structures and Algorithims

WORK EXPERIENCE

Personal Shopper
Shipt LLC
08/2019 - Present

Achievements/Tasks

- Ensured optimal customer experience by tailoring to each customers specific needs and isntructions
- Demonstrated proficiency in time management by shopping and delivering orders on time within a small delivery window
- Maintained an accessible line of communication for the customer to be able to make updates to orders whenever necessary
- Frequently received feedback describing my service and performance as "above and beyond."

Management
Chick-fil-a
08/2016 - 04/2019

Tasks

- Delegated employee positions based on the individuals strengths and skill sets in order to optimize shift efficiency.
- Monitored compliance of safety and health regulations to guarantee the correct protocols were being implemented throughout front and back of house.
- Catered to guest experience by querying the dining room for customer satisfaction.
- Optimized store profits by regulating food, beverage and labor cost.
- Effectively communicated Chick-fil-a's core values to all employee's to guarantee consistency and unity throughout the store.
- Handled customer complaints by resolving any issues and concerns.
- Coordinated and organized monthly events such as school spirit nights, Chick-fil-a family day's, etc.

TECHNICAL SKILLS

Browser Based Technologies
- HTML5, CSS, JavaScript, jQuery, Bootstrap

API Interactions
- API, JSON, AJAX

Databases
- MySQL, MongoDB

Quality Assurance
- Unit Testing, Linting, Continuous Integration