

Samantha Johnson

JUNIOR SOFTWARE DEVELOPER

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SUMMARY

Quality and Customer focused Software Support Specialist transitioning into a Software Development role. Graduated from an intensive coding Bootcamp with a Certificate of Software Development. Built front-end and back-end web applications using full-stack C# .NET, MVC, Node.js, and other frameworks. Ready to join your development team to contribute to your success through enhanced customer experience.

TECHNICAL AND TRANSFERABLE SKILLS AND COMPETENCIES

C# • .NET • EF Core • JavaScript • MVC • HTML • CSS (Flexbox and Grid) • TDD • Agile (Scrum) • Webpack • Object Oriented Programming (OOP) • JSON • REST APIs • Responsive Design / Mobile • Relational Databases • Source Control / Git Node.js, React.js, ASP.NET and ASP.NET Core • Problem Solver • Communication Skills • Leadership • Attention to detail • Adaptable • Teamwork • Lifelong learner • Cybersecurity roles, Processes, and Operating System Security

SOFTWARE DEVELOPMENT PROJECT EXPERIENCE

We Can Code IT

2022

GitHub link: <https://github.com/SamanthaJ2>

Developed three interactive mobile applications and built two user-friendly websites using full-stack C# and several other programming languages, libraries, and frameworks.

Virtual Pet

- Technologies used: **C#, Visual Studio, Git, GitBash, TDD, OOP**
- Designed and implemented Virtual Pet Shelter.
- A console app that lets users create and interact with their own virtual pets in a 4-person team.

Product Reviews

- Technologies used: **Python, React.js, Redux, Node.js, PostgreSQL**
- Designed and implemented a movie recommendation app in the 4-person team over 10 weeks.
- Enabled users to be recommended to movies based on 50+ data points

Upcoming Project

- Technologies used: **Java, Visual Studio, Git, GitBash, TDD, OOP**
- Designed and implemented Virtual Pet Shelter.
- A console app that lets users create and interact with their own virtual pets in a 4-person team.

Upcoming Project

- Technologies used: **Python, React.js, Redux, Node.js, PostgreSQL**
- Designed and implemented a movie recommendation app in the 4-person team over 10 weeks.
- Enabled users to be recommended to movies based on 50+ data points

EDUCATION

We Can Code IT, Cleveland, OH

Dec 2022

Certificate of Software Development

Coursera, Online

Jan 2022

Certificate in Cybersecurity Roles, Processes, and Operation Systems Security

WORK EXPERIENCE

TurboTax

Product Expert, Remote

Sep 2021 - Apr 2022

- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Processed customer account changes with proprietary software.
- Served customers on their tax returns with both product/software inquiries as well as with tax questions and calculations.
- Defined practices, procedures, and company policies to troubleshoot and resolve product and tax support customer inquiries.
- Interacted with customers utilizing strong written and verbal skills as well as deep customer empathy.
- Utilized practices, procedures, and company policies to troubleshoot, resolve issues and address routine Tax Support customer questions.
- Proficient with technology and solid knowledge of computer operations and software.
- Utilized and leveraged government websites and toolkits to seek out and deliver the right answer to the customer.
- Documented customer interactions.

Save-A-Lot

Assistant Manager, Cleveland, OH

Feb 2007 - Mar 2021

- Created an excellent shopping experience for customers; driving sales growth and profitability
- Mentored staff to enhance sales and customer service skills and achieve daily targets, using hands-on and motivational leadership.
- Collaborated with team leads on setting and achieving team-specific goals.
- Establishes an engaging environment for all team members.
- Led the retail store and ensured the store achieved and maintained the operational standards set forth by the company and the store manager.
- Provided leadership, coaching, and development to store team members in relation to their tasks, duties, role requirements, and performance standards.
- Assisted store manager with creating the weekly schedule for team members.
- Responsible for leading the store in the store manager's absence to include opening and closing the store.
- Responsible for performing and/or coordinating building maintenance.
- Responsible for the growth, development, and success of the team members through rigorous; training, coaching, mentoring, and development, and supported the Store Manager in progressive disciplinary actions as required.
- Consistently and effectively communicated across all stakeholders, including but not limited to store team members, store managers, and district managers.