# VANESSA SKELTON

## WEB DEVELOPER

## CONTACT

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## EDUCATION

**CareerFoundry**
Full-Stack Web Development Certificate

**Associate's degree**
Hillsborough Community College

## SKILLS

**Front End**
- HTML, CSS, JavaScript
- Libraries and Frameworks (React, Bootstrap, Redux, Angular)
- Mobile App Development (React Native)
- Version Control (Git)
- Test-Driven Development
- Behavior-Driven Development

**Back End**
- Node.js
- Express
- Relational & non-relational databases (MongoDB, PostgreSQL)
- Hosting & Web Services (AWS, Heroku, Netlify, Vercel)

## PROFESSIONAL OVERVIEW

Former customer service professional with many years of experience in fast-paced environments, including healthcare, telecommunications, and automotive industries. Seeking to leverage strong communication, problem-solving, and customer-centric skills into a web development role.

## PROJECTS

**myFlix Movie App**
CareerFoundry | GitHub Repo
- Built non-relational database (MongoDB) of movie data
- Created single-page web application using React. Users can browse movie data and update profile information.

**Meet App**
CareerFoundry | GitHub Repo
- Built a serverless PWA using React and Test-Driven Development to fetch and display upcoming events from Google Calendar API
- Implemented PWA features such as offline support and "Add to Home Screen" functionality

## EXPERIENCE

**Health Concierge**
CVS Health | Nov 2023 – July 2024
- Answered questions and resolved issues for members and providers via phone.
- Collaborated with coworkers to deliver excellent customer experience, highlighting teamwork abilities.
- Utilized internal systems and databases to retrieve and input information accurately.

**Customer Service Representative**
Verizon Wireless | Sept 2015-Jan 2018
- Communicated with customers over the phone to review wireless accounts.
- Assisted customers with setting up new features, such as adding data and international plans if needed.
- Troubleshoot technical issues with mobile devices and services.

**Commercial Parts Pro**
Advance Auto Parts | Feb 2011-Sept 2015
- Communicated with customers over the phone to help order automobile parts.
- Routed mobile professionals to auto mechanic shops for deliveries.
- Managed inventory lookups and order processing with precision.