Naomi See

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SUMMARY

Web programming student experienced in completing challenging projects with tight deadlines.
Background in website construction, design, web programming, and website management.

TECHNICAL EXPERIENCE WORKING WITH

Programming/Web: Core Java, Servlets, PHP, JavaScript, JQuery, HTML5, CSS3, XML, JSON, Ajax, AngularJS, and ANDROID

Software: Eclipse, SVN, JSON for Java API, Microsoft Office, Android Studio, Adobe Creative Cloud

Database/DBMS: Core SQL, MySQL, SQLite

EDUCATION

Bachelor of Science, Bellevue University   Fall 2013 to present

   Major: Computer Information Systems Degree

   Concentration: Application Development Emphasis

Java Program, Interface Web School   June, 2015

   Concentration: Building responsive applications from web to the database

Final Project Details - https://gn0mster@bitbucket.org/gn0mster/interface-final-project.git
   o   designed the site pages
   o   implemented the html and JSP pages
   o   wrote JavaScript event handlers
   o   designed SQL tables
   o   implemented java POJOs for tables
   o   used foreign keys to relate table data
   o   implemented servlets for processing Ajax requests and providing JSON responses
   o   Wrote SQL queries for inserts, queries (including joins), updates, and deletes.

Associates Degree, Metropolitan Community College   February, 2013
   Major: Web Development

EXPERIENCE

AT&T Signature Client Group Service Executive   March 2013 to present

Alorica formerly West Communications

■   Responsible for providing post-sales executive level account support.

■   Ensuring all issues escalated by the client are tracked and handled until which includes coordinating with appropriate departments.

■   Ensure the client's needs are met to their satisfaction, perform account receivable review, steer billing disputes acting as customer advocate throughout the process.

■   Provide maintenance support to clients ensuring adherence to department policies, procedures and timelines; ensure maintenance issues are documented and followed through to resolution.

Searches/Underwriting Department Q2   January 2010 to October 2014

DRI Title & Escrow

- Quality check documents for preparation for home equity loans and/or foreclosures
- Contact Abstractors to request more documents of record to complete requested search requirements, to confirm information is accurate if copy is unclear, and to discuss search if results have holes in the chain
- Working in both quality queues to ensure top quality search results that fit our clients specific request and helping teach the first queue how to improve
- Assist and/or train new members to the department to ensure everyone is on the same level of quality and speed

IT Helper   October 2011 to October 2012

Metropolitan Community College

- Part-time tutor for students seeking assistance with Intro to Development courses.

Volunteer   September 2011 to July 2012

Care Corps

- Update site links and images
- Guide and advise staff on basic website construction and navigation
- Add, edit and work with established JavaScript, HTML, and CSS code to maintain website integrity
- Integrated Google Calendar so it imported events directly to the site
- Research and present options to staff in regards their everyday web related questions and needs

Boeing Total Access Tier 1 Agent   October 2007 - January 2010

West Corporation

- First level HR, Payroll, Timekeeping, General Helpdesk, Mild Tech Support/Teaching self service for Boeing employees.
- Receive and process-incoming phone calls for dedicated clients, which include effectively listening to customers' problems, asking probing questions on various topics to obtain further information, diagnosing the customers' problems, and then walking the customers through to final resolution of their problems.
- Floorwalker, assisting fellow coworkers trouble shoot and effectively answer customer needs in a timely manner as well as assisting new members to department once they hit the floor

Store Manager/Regional Hiring and Training Manager   April 2005 - October 2007

Top Notch Charms

- Manage all aspects of interviewing and hiring of potential employees for both store locations in Omaha, Ne.
- Created and implemented training structure for new hires.
- "Go to" person when the owners were away on business or otherwise unavailable for the entire company.
- Set a customer service standard as well as overall sales goal standard the company had not previously seen.

CLUBS

Current member of the following Development Community Groups
- Omaha Java Users Group
- Omaha Women Coding
- Open Nebraska
- Omaha Mobile Group
- Omaha Android Development Meetup (Co-organizer)
- ng-nebraska
- NebraskaJS