

Amaudre Scarescore

Junior Front-End Software Engineer

Independence, Missouri

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Growing up in the era of social media, I witnessed many technological advancements, online communities, and the so-far peak of the internet as a first-hand user. This, combined with being the only proficient internet user in my childhood household, drew me towards STEM and creating expanded access to the wonderful experience of a safer internet through programming. In particular, my main programming languages are JavaScript, CSS, and HTML.

Professional Experience

Customer Service Representative

The Home Depot

May 2022 - Present

- Exhibited outstanding problem-solving skills while delivering exceptional customer service to clients via online chat and SMS channels, ensuring prompt and accurate resolution of inquiries and issues.
- Leveraged effective communication skills to engage with customers while maintaining a positive and professional demeanor in every interaction.
- Demonstrated proficiency in utilizing chat and SMS platforms to address customer concerns, troubleshoot technical issues, and provide product/service information.
- Collaborated with multiple teams to escalate complex cases, streamline processes, and enhance overall customer satisfaction levels.
- I regularly used excellent time management techniques to attend meetings on time while navigating differing schedules.

Customer Service Help-Desk

CourtCall

August 2020 - April 2022

- Leveraged strong problem-solving skills to diagnose and troubleshoot complex technical issues related to legal tech and software applications, ensuring minimal disruption to client operations.
- Demonstrated proficiency in remote access tools and software debugging techniques to efficiently resolve software-related issues, including installation errors, compatibility issues, and performance optimization.
- Collaborated closely with team to provide valuable insights and feedback gathered from customer interactions, contributing to the continuous improvement of software products and user experience.

Insurance Agent Internship

Brett Wyatt Agency, Lee's Summit, MO

June 2019 - August 2019

- Safeguarded sensitive customer data and payment information in compliance with industry regulations, demonstrating a strong commitment to privacy protection and ethical handling of confidential information.
- Utilized effective communication and interpersonal skills to educate clients on insurance policies, coverage options, and risk management strategies, fostering trust and confidence in the company's services.
- Implemented digital tools and software solutions to streamline administrative tasks, enhance workflow efficiency, and improve customer service delivery, contributing to the overall effectiveness of the insurance agency's operations.

Education

Metropolitan Community College (Currently Attending).

Associate's Degree in Computer Science

- Fundamental programming languages, data structures, and algorithms, with a focus on building a solid foundation in software development principles and practices.
- Engaging in coursework covering a diverse range of topics such as object-oriented programming, database management, and web development, gaining hands-on experience through practical projects and assignments.

- Developing a comprehensive understanding of computer hardware, including the intricate science behind various components and tech devices.
- Exploring topics such as circuitry, processors, memory modules, and peripheral devices, with a focus on grasping the fundamental principles that underpin the functionality and operation of modern computing systems.

Udacity

Nanodegree in Introduction to Javascript | January 2024

- Acquired proficiency in utilizing Visual Studio Code for writing, debugging, and deploying JavaScript code, enhancing productivity and code quality.
- Mastered essential concepts such as data types, variables, objects, and arrays, laying a solid foundation for building dynamic and interactive web applications.
- Developed practical skills in JavaScript programming through hands-on projects and exercises, gaining insights into key programming paradigms and best practices for writing efficient and maintainable code.

Key Skills

- JavaScript
- HTML - HyperText Markup Language
- CSS - Cascading Style Sheets
- Team Collaboration
- Debugging
- Problem Solving
- Adaptability
- Remote Working

Certifications

CSS Properties

April 2023

Great Learning Academy

verify.mygreatlearning.com/SIVIKBHJ

In the CSS Properties course, I gained proficiency in leveraging CSS pseudo-classes to apply dynamic styling effects based on user interactions and element states, fostering engaging and interactive web experiences. Additionally, I honed my skills in text styling and formatting, mastering properties such as font-family, font-size, and text alignment to create visually appealing and readable content across various devices. Through hands-on practice, I learned to implement responsive typography techniques, ensuring optimal text display and readability across diverse screen sizes.

JavaScript for Web Designers

May 2023

LinkedIn Learning

I gained practical experience working with Third-Party APIs to integrate external data and services into web applications, expanding functionality and enhancing user experiences. Additionally, I developed proficiency in Geocoding techniques, leveraging location-based data to create dynamic and personalized features within web projects. Through hands-on exercises, I acquired fluency in coding jargon and terminology, enabling effective communication and collaboration with development teams on complex web projects.