# Jessica Palacios

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## SUMMARY

I have over 5 years of experience in the sales and customer service. However, my passion for technology led me to become a front end web developer, that's why I chose Ironhack's Web Development Bootcamp which has now expanded my possibilities of creating new responsive, beautiful and dynamic web apps.

## TECHNICAL SKILLS

JavaScript, MongoDB, Express, Angular 2, Node.js, Mongoose, jQuery, CSS3 (SASS), Heroku, AJAX, Responsive Design, Git, GitHub

## PROJECTS

**Tic Tac Toe** - https://github.com/MzLovelyj/Tic-Tac-Toe
A JavaScript based web application where users can play Tic Tac Toe.
*Technologies Used: HTML, CSS, JavaScript*

**Kitty Crud** - http://kittycrud.herokuapp.com/
A web application where users can sign up, upload funny Cat GIFs, make comments on the GIFs and share with friends on Facebook.
*Technologies Used: JavaScript, Node.js, Express.js, Mongoose, MongoDB, HTML, CSS, Heroku*

**My ToDos** - https://todoish-app.herokuapp.com/
A web application where users can sign up, Write some to do's to remind a user of tasks.
*Technologies Used: JavaScript, Typescript,Node.js, Express.js,Angular 2 Mongoose, MongoDB, HTML, CSS, Heroku*

## PROFESSIONAL EXPERIENCE

**South Beach SkinCare LLC**                                                          **Oct 2011 - Present**
*Customer Service Manager*                                                          *Hollywood, FL*
- Hire, coach and provide training to personnels to maintain high customer service standards.
- Prepare call center performance reports by collecting, analyzing, and summarizing data and trends from a Cloud-based contact center solutions application called Fenero.

**Sephora**                                                          **May 2009 - Oct 2011**
*Sephora Beauty Advisor*                                                          *Aventura, FL*
- Helped customers find products that met their needs and sell as many products as possible to the customers.
- Explained how products function, demonstrated how to use products, performed makeovers, and operated the cash register.

## EDUCATION

**Ironhack - Miami, Fl**                                                          **Jan 2017 - July 2017**
Full Stack Web Development (400+ Hours)