

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, WordPress.

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

A&C Home Improvement LLC Business Website- <https://www.achomeimprovementllc.com>

A web application where users are able to view information about the company and see projects they have worked on as well as able to contact the company through the site.

Technologies Used: HTML, CSS, JavaScript, Bootstrap

PROFESSIONAL EXPERIENCE

South Beach SkinCare LLC

Customer Service Manager

Oct 2011 - Present

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

Sephora Beauty Advisor

May 2009 - Oct 2011

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

Full Stack Web Development (400+ Hours)

Jan 2017 - July 2017