

MELANIE ROBERTS

JUNIOR WEB DEVELOPER

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GitHub: <https://github.com/robertsmelanie> | LinkedIn: <https://www.linkedin.com/in/robertsmelanie/>

PROFESSIONAL SUMMARY

Junior Web Developer seeking an entry level position. Recent graduate of Commonwealth Coders, an intensive 16-week training which teaches front-end web developer skills.

RELEVANT EXPERIENCE AND SKILLS

- Commonwealth Coders: HTML, CSS, Responsive Design, Accessibility, JavaScript, Python, Git, Github, VS Code, APIs and Bootstrap.
- Google Data Analytics Certificate and other online learning: SQL, Advanced Excel, R, RStudio, Python, Tableau, IBM Cosmos, and Google BigQuery
- Digital Marketing - Keyword research, google analytics, PPC marketing, SEO, email marketing and social media marketing
- UX/UI (User experience/interface) volunteer and paid experience beta testing, evaluating usability and debugging websites, applications, and products.
- Other relevant skills: Trello, Jira, ClickUp, Slack, XML, Microsoft Office: Word, Excel, Access, Visio, Outlook and PowerPoint, Visual Basic Studio, critical thinking, troubleshooting, problem-solving, active listening, leadership, collaboration, communication, and customer service skills, public speaking, teaching
- Past personal projects include:
 - Niche Blogs - WordPress, Drupal, digital marketing some CSS and PHP
 - WKU Ceres website: HTML basic design CuteFTP
 - Agriculture Education Final Presentation – “How & Why to Create a Website with Frontpage for Your Farm or Business”

WORK EXPERIENCE

Work at Home Care Assistant, Monticello, KY

January 2012 - Present

- Took time off to help parents and relatives with emergent health and medical needs.

Service Desk Specialist, Science Applications International Corporation, Oak Ridge, TN

2005 - 2012

- Provided concurrent tech support through calls, emails, and web tickets.
- Worked on following contracts: National Institute of Health (NIH), Alyeska, Managers of trans-Alaska pipeline, Toyota Motor Sales (TMS) and DHS ICE Department of Homeland Security Immigration and Customs Enforcement (DHS ICE)
- Remotely accessed computers to troubleshoot hardware and software issues.
- Obtained requisite Certificate of Public Trust for DHS ICE Technical Support Desk position.
- Provided overnight technical support to American embassies, consulates, and international airports all over the world for DHS ICE
- Rotated as Outage Coordinator responsible for contacting correct group or individual in the event
- of a technical emergency and passing on pertinent information to the next shift

EDUCATION

Western Kentucky University, Bowling Green, KY

Bachelor of Science - Agriculture

Minor in Computer Information Systems

Google Data Analytics Certificate

2022

Commonwealth Coders of Kentucky, *Web Development*

December 2022