ZENAIDA ADAME

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"Flexible and analytical with a keen eye for details; skilled at synthesizing and editing information to achieve overall objectives."

Skills

HTML, Git, CSS, JavaScript, Microsoft Visual Studio, Microsoft Visual Studio, Microsoft Offce, MySQL, PyCharm, Console DevTools, Bootstrap

Projects

Developer Portfolio

Created Custom Portfolio using Vanilla JavaScript, CSS and HTML. Responsive to Mobile Devices. Coding challenges were creating the hover effect on the navigation bar, creating a working modal popup for the "See Details" buttons, and learning how to submit contact form messages to an excel sheet database. Deployed live at:
https://zenagrams.github.io/Portfolio/

Language Web Application

Vanilla Javascript used to create a custom language application. Focused on Flexbox and Grid Layout for styling with a mobile friendly responsive design. Learned DOM manipulation. Debugged many issues regarding the Spanish and English language button toggle, creating and manipulating arrays, creating a working Score counter and Event Listeners. Deployed live at
https://zenagrams.github.io/FarmAnimalsELLGame/

Education

Nebraska Wesleyan University (Aug 2015 May 2020)

Bachelor of Arts: Mass communication/media studies

G{Code} Web Development Camp (Sept 2023–Dec 2023)

- Collaborated with peers on team-based challenges, code reviews and produced portfolio-ready projects on GitHub to showcase practical programming skills

Ongoing Education (estimated completion: June 2024)

- IBM Full Stack Software Developer Coursera Professional Certification

Experience

Tecovas   (Sep 2022 – Current)

Customer Advocate

- Maintain up-to-date to provide information about products or services, take or enter orders, edit accounts, or obtain details of complaints.
- Managed communication channels, including email (AHT: 24-48 hrs.), live chat (AHT: 7-10 min), and phone (AHT: 4-6 min), demonstrating strong technical support and problem-solving abilities.
- Kept records of customer interactions or transactions, recording

details of inquiries, complaints, or comments, as well as actions taken.
- Achieved a 100% CSAT score based on 300+ customer responses, resolving product inquiries, shipping logistics, and purchase related concerns.

Sandhills Global   (Jul 2019 – Sep 2020)

Software as a Service Customer Support & Billing Specialist
- Read technical manuals, confered with users, or conducted computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Conducted daily 1-on-1 remote software troubleshooting for 50+ auctioneers, ensuring timely project delivery and fostering client relationships.
- Solicited sales of new or additional services or products.
- Streamlined payment applications & managed high-volume (60 average calls/day) data entry processes, emphasizing accuracy and attention to detail.