

DEBORAH TURNER

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Enthusiastic Junior Web Developer, Graduate Student, aspiring Full Stack Software Engineer, and Proud Lifelong Learner, aiming to use combined artistic, leadership, and web development skills to be a strong asset to your team.

PROFESSIONAL EXPERIENCE

Sept 2018 – Present

Systems Project Analyst, State of Florida: Department of Health - Web Development and Customer Service

- Managed and updated the 22 Board websites for the Florida Department of Health: Division of Medical Quality Assurance with the WordPress Content Management System.
- Facilitated Content Management System migration between PyroCMS and WordPress.
- Processed website requests via Helpdesk through the Kayako ticketing system.
- Navigated various Content Management Systems including WordPress, PyroCMS, and Cascade.
- Maintained an organized File Transfer Protocol for all Board websites.
- Ensured sites to be fully responsive across browsers and devices.
- One of the founding members, and current President of the System Support Services Planning Committee. The Committee organizes and implements department-wide events, functions, and celebrations. This boosts employee relations and morale.

May 2018 – Sep 2018

Visual Art Instructor, Pyramid Studios- Leadership

- Worked in executing a curriculum in teaching visual arts to adults with learning and developmental disabilities.
- Curriculum included color theory, principles of design, and three-dimensional design.
- Remained in direct care of multiple students a day.

Oct 2016 – June 2018

Customer Service Representative, Pizza Hut – Customer Service

- Assisted customers in placing orders through inbound calls.
- Worked with customers through any issues, discrepancies, complaints, or problems.

- Managed multiple calls with multi-line phones.

Sep 2014 – May 2016

Sales Associate, Joann's Fabrics and Crafts – Customer Service

- Assisted customers in solving problems with various projects in a quick, and creative manner, both in-person and using multi-line telephones.
- Repeatedly complimented on positive attitude and smile in the workplace by both customers and employees alike.
- Responsible for avoiding shrink by logging, and maintaining fabric samples, and fabric inaccuracies.
- Assisted in the thorough training of new fabric cutters and cashiers on regular basis.

April 2010 – Sep 2014

Key Holder, Francesca's Collections – Leadership/Customer Service

- Prepares daily, comprehensive, and informative reports for fellow employees to improve boutique functionality.
- Designed and implemented Excel spreadsheets to improve time-manageability of opening associates and accuracy of The Daily Hotlist.
- Responsible for accurate and timely preparation of statements to assist in analyzing daily and weekly sales goals using a combination of software including Microsoft Excel, Visual Studio Code, and Adobe Photoshop.
- Consistently solved problems to customer satisfaction in fast-paced sales environment.
- Professionally represented company through cheerful, helpful attitude and fashion forward attire.

Jul 2008 – June 2009

Sales Associate, Claire's Accessories – Customer Service

- Professionally advised customers on appropriate merchandise to meet their needs.
- Enhanced customer service and increased profits by suggestive selling and extensive knowledge of store's products, primarily in women's jewelry, hair accessories, cosmetics, and handbags.
- Worked with store manager with daily closing report and daily sales reports.
- Promoted repeat customers by establishing customer rapport.

EDUCATION

May 2022 – Current

M.S. Information Technology, Florida State University

Relevant Coursework Taken: Introduction to Information Architecture, Information Systems Management

March 2022 – Feb 2023

Complete Software Engineering Bootcamp, Nucamp

Relevant Certificates of Completion:

Web Development Fundamentals Bootcamp:

Languages/Technologies Covered: HTML5, CSS3, and JavaScript

Data Structure and Algorithms with Python:

Languages/Technologies Covered: Bash, Python3, Data Structures, and Object-Oriented Programming

Certificates Upcoming:

SQL with Python:

Languages/Technologies Covered: Python3, SQL, and PostgreSQL

Backend with NodeJS :

Languages/Technologies Covered: HTTP, HTTPS, NodeJS, NodeJS modules, CRUD Operations, NoSQL, MongoDB, Mongoose, RESTful API, and BaaS concepts

Modern Software Engineering with DevOps:

Languages/Technologies Covered: DevOps, Amazon Web Services(AWS), Google Cloud, and Microsoft Azure

Front End Web + Mobile Development:

Languages/Technologies Covered: Bootstrap 5, ReactJS and React Native, NPM, Git and GitHub

Sept 2020 – Nov 2021

B. A. General Studies Concentration: S.T.E.M., Southern New Hampshire University

- Maintained a 3.5 GPA.
- President's List Fall of 2020

Relevant Coursework Taken: Web and Mobile User Experience, Web Site Design, Digital Graphic Design for Web, Advanced Digital Graphic Design for Web, Intro to IT, Experiential Learning, Technology and Society

Sept 2019 – Jun 2020

Associates of Arts, Tallahassee Community College

- Maintained a 4.0 GPA.
- President's List Fall of 2019, Spring of 2020, and Summer of 2020

Jan 2012 – May 2016

B.F.A Sequential Art, Savannah College of Art and Design

- Awarded \$10,000 a year Scholarship for Artistic Achievement
- Awarded \$4,000 a year Scholarship for Academic Achievement
- Maintained 3.0 GPA

Relevant Coursework Taken: Design I: Elements and Organization, Color Theory and Application, Advanced Survey of Computer Applications, Speech and Public Speaking

PERSONAL & PROFESSIONAL DEVELOPMENT TRAINING

- Consistent 3.0+ GPA throughout Educational Career
- Awarded and maintained both \$10,000 Artistic Scholarship and \$4,500 Academic Scholarship to attend the Savannah College of Art and Design
- Formally trained in HTML, CSS, and JavaScript throughout high school career.

SKILLS

- HTML5, CSS3, Python3, JavaScript, Bootstrap5, WordPress PHP
- Certified in Microsoft Word, Adobe Photoshop, Premiere, and AfterEffects

ACTIVITIES

- Started and maintained a mascot fabrication business: Feral Finery.
- Created and constructed the mascot, Berri, for local chain Nuberri Frozen Yogurt.
- Avid Equestrian and animal lover.