Tishaya Thompson

FULL STACK WEB DEVELOPER

EDUCATION

August 2023 – December 2027

BS COMPUTER SCIENCE
CT State Community College Tunxis, Farmington, CT

October 2022 – March 2024

FULL STACK WEB DEVELOPER
App Brewery, London UK

- **Produced multiple Projects using various static and dynamic languages** like HTML, CSS, JavaScript, React
- ·**Built Back-end Systems** using NodeJS and Express.js
- ·Learned and **implemented SQL Databases** using Postgres SQL
- ·**Exercised practical skills and gained knowledge** to build Front-end and Back-end Development with API development, integration, and Database management
- ·**Earned a Certificate of Completion**

EXPERTISE

Languages: **JavaScript, React, NodeJS, Express.js**
Web Development: **HTML CSS**
Database: **Postgres SQL**
Version Control: **Git**
Other: **Data Entry**

CONTACTS & LINKS

https://github.com/Kiyo-io

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203-695-3232

Terryville, CT

EMPLOYMENT HISTORY

Sept 2019 – Feb 2024
SHIFT SUPERVISOR
Starbucks Coffee Company

Dynamic Problem Resolution:
- Proactively addressed daily technical challenges, showcasing **strong problem-solving skills in a high-pressure, fast-paced environment.**
- **Utilized technical expertise to swiftly resolve partner and customer concerns,** ensuring a seamless and positive experience.

Customer Service Excellence:
- Spearheaded a remarkable 20% increase in customer service survey results over a 6-month period, attesting to the **ability to excel in a rapidly changing customer landscape.**

Agile Data Management:
- **Acquired and applied precise data entry skills** through weekly audits, daily inventory management, and semiweekly ordering, adapting swiftly to fluctuations in customer demand.

Collaboration and Communication:
- **Implemented structural changes, workflow optimizations, and team play initiatives,** significantly enhancing work efficiency in response to changing customer patterns.
- **Coordinated daily with fellow Supervisors and Partners** to streamline store processes, emphasizing **collaboration and effective communication to keep pace with evolving customer expectations.**

Leadership and Adaptive Management:
- **Led and assisted a team** by implementing agile workflow changes, **effectively delegating tasks, and adapting strategies to accommodate** increased orders per hour.
- **Tracked and measured productivity improvements** through orders per hour metrics, showcasing **adaptability to dynamic customer volumes.**

PROJECTS

PERSONAL WEBSITE

GitHub Repo https://github.com/Kiyo-io/Tishaya

- Designed and developed my portfolio website, i**ncorporating responsive and mobile-friendly web design**. I decided to build my own website from scratch because I wanted **creative freedom over its design, features, and future development**. The website has been **successful becoming a central hub to showcase my personal brand** and display my interests and skill set. **Current key features include: Sticky Header, File Downloads, Internal and External Links, Hero Banner**