

**Asma Charef**  
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<https://github.com/asmita85/Capstone>

## Summary

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Enthusiastic, current student at Savvy Coders with a Computer Science background. I would like a challenging position where I can further my career as full stack web developer and utilize technologies such as JavaScript, HTML5, and CSS3 to build applications.

## Technical & Professional Skills

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- Firm knowledge of different phases of Software Testing and SDLC including Agile methodology
- JavaScript, HTML5, CSS3, SQL, Node, Eclipse, Visual Studio, Trello
- Experience with GIT source control
- Experience with various CMS and eCommerce solutions
- Intermediate knowledge of C#, Java
- Self-motivated, takes initiative, high level of energy
- Analysis and problem solving
- Adaptable and the ability to work under pressure
- Accuracy and attention to details
- Strong communication skills
- Fluent in English, French and Arabic

## Capstone Project

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Developing a general e-commerce store where product like clothes can be bought from the comfort of the home, with a fast and easy checkout process.

## Employment History

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**Savvy Coders Bootcamp**  
Full Stack Web Developer

**St. Louis, Missouri**  
May 2020 – Present

- Designed and developed 5 web applications using Javascript, CSS, HTML.
- Reviewed and collaborated with other developers on group projects and established a project workflow using Github.

**NEW BALANCE ATHLETICS, INC**  
Bilingual Customer Care Representative

**St. Louis, Missouri**  
January 2013 – April 2020

- Performed initial troubleshooting of the Canadian website
- Reviewed and assisted in testing on all systems related to the Canadian website for problems and suggested changes
- Ensured a successful launch, implementation and operations of the Canadian website, reduced error and call traffic

- Recorded copywritten information verbatim for the French Canadian IVR system
- Handled a high volume of calls and emails, tracked and reported customer feedback to continue improving service and correcting system issues
- Managed information in several different CRM and database systems
- Monitored and processed new orders, and verified all required customer information for tracking purposes
- Corrected information when necessary, analyzed and researched information on orders to validate legitimacy
- Examined rejected orders and patterns in transaction history to forecast and prevent future fraud attempts
- Described product to customers and accurately explained details of merchandise
- Resolved customer inquiries by aligning customer with the right resources
- Handled difficult customer issues and avoided escalation whenever possible in a positive and professional manner
- Adapted to changing conditions from one system to another and technical capability to learn and become proficient with Zendesk to engage with customers via ticket (web), live chat, telephone and email
- Strong attention to detail as well as the extensive knowledge of analytics platforms and ability to work within multiple systems and multiple websites
- Consistently scored in top 5 of employees that contributed high productivity
- Successfully exceeded quality scores, customer satisfaction levels and archived goals
- Demonstrated a desire for continuous learning and improvement

**BERLITZ LANGUAGE SCHOOL**  
French Teacher

**St. Louis, Missouri**  
January 2009 – August 2010

- Conducted small group and individual classroom sessions
- Planned, assigned lessons and corrected homework
- Maintained a positive and encouraging atmosphere at all the times
- Evaluated student progress

**DAIRA DE BENI-SAF**  
Technical Support Engineer

**Beni-Saf, Aïn Témouchent Province**  
April 2008 – October 2008

- Modified, tested, and corrected existing programs
- Placed programs in production status
- Assisted users in resolving computer-related problems
- Trained workers in use of new software or hardware
- Reviewed and tested programs written by computer programmers to ensure that programs met objectives and specifications

**SOGERWITH**  
Software Developer / Desktop Support

**Tlemcen, Tlemcen Province**  
July 2007 - March 2008

- Developed Warehouse Management Software in Delphi 7 and MS SQL 2005
- Organized meetings and training with developer about the usage of software
- Created user accounts, responsible for installing, configuring, and maintaining the reliable operation of hardware and software

## Education

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**TLEMCEN UNIVERSITY**  
Bachelor's Degree in Computer Science

**Tlemcen, Algeria**  
Graduated 2007