

**Monical Gillespie**  
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## ***Summary***

A very driven, hardworking, and engaging junior web developer. Currently, a student at Savvy Coders and will learn HTML, CSS, Agile, and JavaScript.

## ***Technical Skills***

HTML, CSS, JavaScript, Agile, Trello, Node.js, MongoDB, Heroku, Express

## ***Education & Certifications***

*Savvy Coders 12 Week Full Stack Web Development - 2021*

*Agile Certification - 2021*

## ***Capstone Project***

My Capstone project is a clothing website for children that will allow people on a tighter budget to afford clothing for their kids at affordable prices. I would like to make clothing for children more affordable to parents by offering clothes sold in sets with the shirt and pants and other items sold together rather than paying separate for each item, which can get expensive.

## ***Employment History***

### **Customer Service Representative**

Dirt-Cheap Appliances

St. Louis, MO

March 2010 to Present

- Engage customers, perform research, and identify outcomes and provide product recommendations
- Maintain a positive, professional, and empathetic customer-focused approach

- Manage multiple computer programs, actively listen, and converse with customers while typing and updating accounts
- Provide inbound customer service calls and interact with all types of customers
- Copy and fax documents

## **Behavior Support Staff/ Office Clerk**

Bridges

St. Louis, MO

March 2005 to June 2015

- Managed inappropriate behaviors
- Accurately and, in a timely manner, recorded and documented the client's progress
- Implemented the behavioral support plan provided
- Ordered medications from the pharmacy
- Filed paperwork
- Passed medications with Med Level 1 Certification
- Took blood pressure and blood sugar levels
- Supported people with autism with everyday living activities
- Reviewed email communication or memos and managed internal databases
- Made changes to internal databases, such as customer contact information
- Prepared and planned meals (including clean-up)
- Ordered supplies

## **Office Billing Clerk**

M.R.G. Properties

St. Louis, MO

June 1998 to January 2005

- Performed clerical support activities to meet the demand for information
- Filed, assembled, copied, and faxed medical records/reports.
- Input all client information on health history and insurance information
- Processed billing to Jefferson City for Medicaid insurance