

# Jule Berry

Front-End Software Engineer

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With a solid foundation in various areas of customer service, along with problem-solving ability and attention to detail, I bring a unique perspective and many transferable skills. Seeking an entry-level software engineering role where I can apply my technical skills, collaborate with talented teams, and continuously evolve as a software engineer.

## WORK EXPERIENCE

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### Magnolia's Natural Nail Care Clinic

Sterling, VA

*Specializes in natural nail care for all with a unique, team-based servicing approach.*

*Nail Technician*

January 2017 - Present

- Teaching clients tips to take care of their nails in between appointments to assist with restoring damaged nails resulting in a 25% increase in return clientele.
- Always remaining positive and empathetic to clients who are overdue for services.
- Translate nail concepts into language that everyday customers can understand.

### Omni Interactions

Colorado (Remote)

*Outsource company for remote call center, customer service, and sales support roles.*

*Learning Experience Guide*

February 2021 - February 2022

- Mentored new hires with sharing best practices and coaching with a positive approach to decrease employee turnover by 25%.
- Resolved complex, high value inquiries often requiring research to determine appropriate course of action based on customer account history and previous communications.
- Managed multiple accounts to serve as liaison for technical support to customers.

*Member Services Representative*

October 2020 - February 2021

- Maintained resolution of 125% tickets completed per hour along with at least a 95% Customer Satisfaction score.
- Resolved inquiries as Tier 1 Support for a SaaS client in multiple ZenDesk ticketing queues by deciphering customers' requests, questions, concerns, and seeking the best Knowledge Base resources.
- Educated customers on company policies while being empathetic and mindful of written voice and providing exceptions when allowed.

### Red River Technology

Washington, DC

*Desktop Support Engineer*

February 2021 - March 2021

- Contracted to assist with short-term project recovering workstations affected by ransomware.
- Configured Windows 10 workstations according to departmental needs after troubleshooting devices to determine the appropriate course of action.

## CERTIFICATIONS

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### Full-Stack Software Engineering (2022), Per Scholas

- Curriculum: HTML, CSS, JavaScript, MERN, OOP, APIs, Version Control, SDLC

### Responsive Web Design (2022), freeCodeCamp

## ADDITIONAL INFORMATION

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**Skills, Languages, and Tools:** HTML, CSS, JavaScript, ReactJs, NodeJs, MongoDB, NPM, Git, Git Bash, Hyper, GitHub, Trello, Visual Studio Code, ZenDesk, Microsoft Windows, Google Suite