

Theresa Vassell

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Portfolio of Work: <https://theresaVassell.com>

Professional Profile – Software Engineer Intern

Goal-oriented and dedicated entry-level website developer with great leadership skills and several intensive projects. Seeking to utilize technical and analytical skills to aide in developing products that help to bring the world closer together, while learning innovative technologies. While working on side projects received 100% customer satisfaction rate.

Professional Skills

- Excellent problem-solving skills, strong logical reasoning, and solution oriented.
- Excellent communication and analytical skills with demonstrated detail orientation.

Platforms: Windows
Languages: HTML5, CSS3, JavaScript, JAVA
Databases: Oracle, SQL, PHP
Tools: MS Office, Adobe Photoshop, WordPress

Education

Bachelor of Science in Computer Science Expected Graduation: Dec 2023
Southern New Hampshire University – Manchester, NH

Associate of Science in Website Design and Development Graduated: Dec 2019
Gwinnett Technical college – Lawrenceville, GA
4.0 GPA and President's List two years in a row.
Relevant Coursework: JavaScript, Java, and PHP.

Pharmacy Technology Diploma and Certification Graduated: Dec 2019
Penn Foster Career School – Scottsdale, AZ

Projects

- Developed and tested and debugged a responsive and informative website on the Jamaican culture and created a train shop website from scratch utilizing CSS3 and HTML5.
- Developed and tested personal portfolio website www.theresavassell.com that is fully interactive and displays all completed side projects by utilizing WordPress open-source software.
- Worked in a group setting to develop a business website, consisting of HTML5 CSS3, JavaScript and PHP, for a culinary chef's start up business while demonstrating impressive teamwork skills, which in turn resulted in a satisfied client.
- Worked in a team-oriented environment for all aspects of product development (design, implementation, test, and maintenance support).
- Contributed to group meetings and provided status updates on development tasks for progress reporting.
- Troubleshoot and analyzed problem reports to help determine root cause of the reported issues.

Professional Experience

Certified Pharmacy Technician

7/2018 – Present

Walmart Pharmacy – Snellville, GA

- Utilizes excellent analytical skills to provide great patient care over the phone.
- Resolves prescription related issues while providing excellent customer service.
- Manages daily pharmacy proceeding to successfully ensure the patients prescriptions are processed in a timely manner.
- Assists in publicizing events through company social media platforms.
- Introduced a new system of scheduling for covid 19 vaccination appointments which increased productivity by 30%.

Certified Pharmacy Technician

08/2017 – 7/2018

Costco Pharmacy – Duluth, GA

- Organized and filed hundreds of patient prescriptions daily to ensure compliance with federal laws and prevent company fines.
- Reduced annual expenses by taking inventory of pharmacy stock and returning slow moving products, while ensuring stock levels were in line with demand.
- Demonstrated ability for attention to detail in identifying and resolving prescription discrepancies preventing patient care errors.
- Responsible for counting prescriptions, ordering certain OTC products.
- Proactively pitched in when needed to fill in as the main processor of prescriptions when staffing was short ensuring the smooth operations of pharmacy.

Customer Service Associate

01/2016 – 08/2017

Walmart Neighborhood Market – Snellville, GA

- Utilized leadership skills to coordinate daily lunch and break schedules for other cashiers to increase productivity rate and decrease confusion.
- Improved customer's wait time and reviews by providing money center services such as check cashing and money transfers in a timely manner.
- Demonstrated strong interpersonal skills when assisting customers in person and over the phone to de-escalate any issues.
- Received employee of the month award for providing excellent customer service to our guests and for decreasing loss rate by providing increased customer interaction while helping at the self-service registers.
- Met goals ahead of schedule and assisted in strategic direction of product and business development.