

Shirley Layme-Sosa

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[Github](#) | [Blog](#) | [Linkedin](#)

Creative coding bootcamp graduate with experience in developing full-stack web apps. Drawn to web development through a love of problem-solving, innovating, and creative solutions. Fluent in English and Spanish. Seeking opportunities to leverage web development skills.

TECHNICAL SKILLS

Java, HTML, CSS, Javascript, jQuery, Spring MVC, Spring Security, Spring JDBC, SQL, Version Control(Git), Bootstrap, Thymeleaf, REST architecture, Object Oriented Programming, Data/class modeling, Ajax, Unit testing

TECHNICAL PROJECTS

- **Blog/Content Management System** - Full stack web app using CRUD methodologies and Spring Security
- **Hotel Reservation Database** - Utilized SQL to create a database to manage reservations for guests
- **DVD Library** - DVD collection using CRUD methodologies, Spring MVC pattern & dependency injection

EDUCATION

Software Guild TechHire at Laguardia Community College

LIC, NY *Coding Bootcamp in Java*

NOV 2019 - JULY 2020

Full Stack Web Development Certificate

Montclair State University

Montclair, NJ

B.S in Marketing

SEPT 2013 - MAY 2015

EXPERIENCE

HelloFresh

Newark, NJ

Customer Care Agent

OCT 2018 - OCT 2019

- Acted as our customers' primary point of contact via telephone, email, and live chat interactions using Genesys
- Contributed to our world-class customer service by devising creative solutions and offering clear guidance to our customers
- Recognized customers' mealtime needs and present solutions that include upselling HelloFresh products and services
- Assisted customers in managing their HelloFresh subscriptions via website and app
- Developed a rapport with our customers in all interactions
- Met rigorous quality and efficiency expectations

Midtown Pharmacy

Kearny, NJ

Pharmacy Technician

JAN 2012 - JUL 2018

- Used the PrimeRx software to access prescription information including patient and prescriber data, drug selection, prescription interpretation and insurance billing
- Provided excellent customer service to current and prospective patients
- Troubleshooted printer and software issues

- Trained new cashiers and pharmacy technicians
- Researched medication savings and reducing patients' copays by 50% - 100%