JESSICA VAIANA-CAVANAGH

Mullica Hill, NJ

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EDUCATION

University of California, Los Angeles – Extension   March 2020 – Sept 2020
Professional Certificate, Full Stack Web Development

California State University, Northridge   Jan 2015 – May 2018
Bachelor of the Arts in Sociology

TECHNICAL SKILLS

HTML, CSS, JavaScript, Node.js, React.js, Express, jQuery, Bootstrap, MySQL, MongoDB, Mongoose, Firebase, AJAX, REST API, Agile Software Development, Git Version Control, JIRA, Bash/Terminal, Responsive Web Design

WORK EXPERIENCE

West Coast Chief Repair, Inc. | *Customer Service/Sales Specialist* | Burbank, CA   Nov 2008 – Oct 2020
- High-pressure, fast-paced problem solving and multi-tasking
- Bilingual: Russian & English
- Sell goods and services
- Answer calls in high call volume call center, often time-sensitive
- Schedule and follow-up on service appointments
- Maintain rapport with new and existing clients and technical staff

Kol Tikvah | *Teacher* | Woodland Hills, CA   Jan 2015 – March 2020
- Plan and teach experiential lessons that integrate social issues and reform Judaism for students ages 13-15
- Staff experiential youth program for a large group of students ages 8-10
- Program advisor for teen philanthropy group:
    - Work directly with students ages 13-17 to aid in understanding of philanthropy in order to participate in philanthropic works
    - Organize and oversee student board and board meetings
    - Oversee fundraising events and final donation(s) decision