

Crystal D. David

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SOFTWARE DEVELOPER

Hands-on Software Developer with knowledge of Oracle, GCP and AWS. Well-versed in promoting object-oriented approaches to real-time software development. Analytical and detail-oriented team player providing reliably actionable code and software assets for customers and internal data libraries.

TECHNICAL INVENTORY

C# • .NET Core • Active Server Pages / ASP.net • JavaScript • Flexbox • MVC • HTML • CSS • TDD • Agile (Scrum) • Object Oriented Programming (OOP) • AJAX • JSON • React • Restful APIs • Responsive Design / Mobile • Source Control / GitHub • Google Suite • Google Cloud Platform (GCP) • Amazon Web Services (AWS) • Oracle Virtualbox • Visual Studio / Visual Studio Code • Android Studio • MIT App Inventor • IntelliJ • Unity

SOFTWARE DEVELOPMENT EXPERIENCE/PROJECTS

[www.github.com/CrysD5]

We Can Code IT, Cleveland, OH
Software Development Student, 2021

Review Site: Designed a review site that allows a user to add park locations and reviews as well as view park information.
C#, .NET, mySql, MVC, Visual Studio, Git, Github, GitBash, TDD, OOP

Album Collection: Designed an API application that lets users create add albums and songs with the option to add reviews.
API, JavaScript, C#, .NET, mySql, Visual Studio, Git, Github, GitBash, TDD, OOP

Donut-Maker: Utilized knowledge of responsive web design and JavaScript to create a clicker game.
HTML/CSS/SCSS/JS, Visual Studio Code, WebStorm, Github, GitBash

PROFESSIONAL EXPERIENCE (WORK HISTORY)

Café Mosaic LLC - Eunice, Louisiana (Jan 2009 - Mar 2015)

Lead Barista

- Trained, scheduled, and supervised barista workers to maintain and uphold store policies and optimize staffing patterns.
- Elevated customer loyalty by using effective communication abilities to resolve customer problems. Maintained espresso equipment and performed minor repairs to keep coffee machines functioning properly.
- Advised customers on whole bean and bulk tea purchases by detailing origin, flavor, and pairing recommendations.
- Accurately completed end-of-day financial tasks worth over \$1,500.00 of cash and card transactions daily
- Managed payroll, scheduling, ordering and other back-of-house tasks to drive operations and maximize sales and profitability.

Body Shop - Lafayette, Louisiana (Mar 2006 - July 2007)

Assistant Manager

- Achieved recognition for contribution to store success by optimizing sales.
- Mentored sales team in applying effective sales techniques and delivering top-notch customer service.
- Monitored cash intake and deposit records, increasing accuracy, and reducing discrepancies. Increased sales by 10%.

Cingular Wireless - Lafayette, Louisiana (Sept 2004 - Ap 2006)

CSR Retention Specialist

- Consulted with customers, management, and sales team to better understand customer needs and recommend appropriate solutions.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.
- Managed over fifty customer calls per day.

EDUCATION & TRAINING

Coursera

Google Cloud Platform Fundamentals: Core Infrastructure, February 2021

freecodecamp.org

Responsive Web Design, March 2021

We Can Code IT

Certificate of Software Development, 2021