Shayla Mueller

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Education

Brigham Young University - Idaho   Rexburg, ID
Bachelor of Science in Web Design and Development, Emphasis in Web Development   April 2023
GPA: 3.92
Relevant Coursework: Frontend Development I & II, Backend Development I & II, Technical Communication, Full Stack Development, Advanced CSS, User Interface Evaluation & Design

Zero to Mastery.io   Remote
Actively achieving Certifications of Completion in:
- Complete React Developer in 2022
- Complete NodeJS Developer in 2022
- The Complete Junior to Senior Web Developer Roadmap

Experience

Synergy Science   Pleasant Grove, UT
Website Content Admin   Jul 2021 – Feb 2022
- Converted and optimized over 110 WordPress blog templates into coded HTML & CSS
- Proactively liaised with the design team, editors, and project managers to ensure efficient and timely delivery of significant projects
- Diagnosed and troubleshot various web pages by testing functionality and maintaining HTML & CSS
- Increased individual web page SEO scores by optimizing image sizes and making transfers to AWS servers

Vivint Smart Home   Lindon, UT
Business Development Specialist   Oct 2018 – May 2020
- Performed advanced troubleshooting on beta initiatives for customers experiencing technological difficulties
- Promptly handled an average of 50 customer inquiries and complaints per day
- Exceeded quantitative metrics on customer satisfaction and inquiry volume
- Actively worked to display a courteous and empathetic attitude to customers to promote brand loyalty

Skills

Expertise with:
- HTML
- CSS
- JavaScript

Experience with:
- React
- Angular
- Node.js
- Python

- SQL/NoSQL
- PHP
- Bootstrap
- Adobe XD