

# Victoria R. Paul

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[github.com/ToriRae324](https://github.com/ToriRae324)

2018 First Place Winner of the Cisco Hack at North Carolina A&T. A passionate, fast learning, full-stack web-developer with graphic design experience, offering the ability to hit the ground running.

## Professional Profile

- Critical and Analytical Thinker
- Outstanding Interpersonal Skills
- Graphic and Artistic Design
- Excellent Verbal/Written Communication
- Thorough & Creative Problem Solver
- Exceptional Technical Skills

## Technical Toolbox

HTML5, CSS3, JavaScript, jQuery, Bootstrap, MERN (MongoDB, Express.js, React.js, Node.js), Handlebars.js, Mongoose, MySQL, Sequelize, Command Line, and Git  
Visual Studio Code  
Slack

## Code Projects

### 2018 ChatBot Winner @ Technica

<https://github.com/ToriRae324/Technica2018>

Technologies: botkit.ai, Cisco Webex Teams, JavaScript

Hack: Use the Botkit SDK (<https://botkit.ai/>) to develop a chat bot that runs on the Cisco Webex Teams platform.

This bot is a personal best-friend and positive motivator, Niki! Niki has several skills to communicate with users, including: greetings and salutations, jokes, different types of advice, food, weather, and an 8Ball conversation.

### 2018 Cisco Hack Winner @ NC A&T

[https://github.com/ToriRae324/ncat\\_hack](https://github.com/ToriRae324/ncat_hack)

Technologies: Node.js, JavaScript, Cisco DNA-Center API, Twitter API

Challenge:

(1) Use a twitter account to 'tweet' an hourly network status report. The tweet should be brief and convey only the key points.

(2) Use a twitter account to 'tweet' an alert when a network device has a problem. This tweet should also be brief.

### Snippets

<https://fathomless-garden-19281.herokuapp.com/>

Technologies: HTML, CSS, JavaScript, Handlebars.js, MySQL, and Sequelize

Full-stack web application. Enables new user accounts, performs user authentication, and enables authenticated users to create and post short code snippets in 7 different programming languages, based on user selection. Also enables users to comment on existing code snippets. Data are stored and updated in multi-table, MySQL database.

### Bamazon

<https://github.com/ToriRae324/Bamazon>

Technologies: MySQL, Node.js, and Inquirer

Simple MySQL command-line (CLI) storefront application. Displays products, accepts customer orders, and depletes inventory. Includes 3 views: customers, managers, and supervisors. Managers and supervisors are able to perform additional database functions, including adding new departments, new products, and modify inventory.

## Related Work History

June 2016 – January 2018

### Apple At-home Advisor, Conduent, Remote

- Provided inbound phone support for Apple iOS, Mac devices, and respective operating systems
- Used screen sharing applications to guide customers to issue resolution
- Used case management applications to review and log customer interactions
- Appropriately escalated or rerouted customer calls as required

October 2014 – November 2015

### Remote Services Technician, Support.com (Internet Wireless Gateway)

- Worked remotely, receiving and responding to incoming calls from US customers
- Diagnosed and repaired wired and wireless connectivity with PCs, Macs, game consoles, mobile phones, tablets, and smart TVs.
- Entered well-written, detailed notes, troubleshooting steps, and resolutions to customer issues in call tracking systems.

April 2012 – July 2014

### Graphic Designer, Rock Solid Solutions, Charlotte, NC

- Created informational brochures and flyers using Adobe InDesign
- Created and managed website and social media marketing

September 2007 – November 2009

### Graphic Designer, Talent Link, Inc., Charlotte, NC

- Created documents, newsletters, and marketing materials using Adobe InDesign
- Created, managed, and updated website content
- Designed unique marketing materials: advertisements, banners, and logo designs using Adobe InDesign, Adobe Photoshop, and Adobe Illustrator

## Related Education and Coursework

### University of North Carolina at Charlotte, Charlotte, NC

Coding Boot Camp at UNC Charlotte

### North Carolina Agricultural and Technical State University, Greensboro, NC

Bachelor of Science in Information Technology Program

Currently enrolled (Distance)

### York Technical College, Rock Hill, SC

Digital Design Certificate

Associate in Applied Science

### Central Piedmont Community College, Charlotte, NC

Computer Integration Technology Program

## References

Available Upon Request