

Victoria R. Paul

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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 Cisco Hack Winner @ NC A&T

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.

News Scraper

<https://limitless-lake-47653.herokuapp.com/>

Technologies: HTML, CSS, JavaScript, MongoDB, Mongoose, and Handlebars.js

News Scraper is web application that uses Cheerio and Mongoose to acquire and store news articles in MongoDB. Once stored, news articles are retrieved from the MongoDB database, passed into Handlebars, and displayed in an consistent format. Users are able to comment on articles or delete article comments.

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