

# Amanda May

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## Technical Skills:

- |                               |                                |                        |
|-------------------------------|--------------------------------|------------------------|
| * Visual Studio 2019 (C#)     | * Javascript/JQuery            | * SQL Server           |
| * Object Oriented Programming | * TDD(Nunit)                   | * Debugging Techniques |
| * ASP.NET MVC 5 / Razor       | * Version Control (Git)        | * Adobe Photoshop      |
| * REST using Web API          | * Common Architecture Patterns | * Adobe Illustrator    |
| * HTML/CSS/Bootstrap          | * Data/Class Modeling          | * ProCreate            |

## Experience:

### THE SOFTWARE GUILD

2019- 2020

#### *C# .NET Apprentice*

- \* The Software Guild is an intensive, fast-paced apprenticeship program that produces .NET/ C# full stack software developers.
- \* Used C# and the .NET framework to create a business application for a flooring company that enabled users to add, delete, & edit clients and orders. The program was also capable of reading and writing to text files to allow for product and state tax updates.
- \* Built MVC 5 application designed to allow a user to manage students attending a university as well as administrative features to allow changes to the courses and majors offered.
- \* Utilizes Github through gitbash for version control.

### APPLE

2014- PRESENT

#### *Small/Medium Business Specialist*

- \* Consults with 20-30 high level business contacts daily to assess client needs and utilizes extensive product knowledge to develop complete hardware and software solutions within the Apple ecosystem.
- \* Maintains deep understanding of all retail business programs and offerings to ensure compliance with policy and procedure.
- \* Developed and delivered keynotes focusing on end users' product understanding for specific lines of business and customer empathy.
- \* Created an SMB upskill/refresh keynote for chat and delivered it during team meetings.

#### *Flex Trainer*

- \* Specialized in virtual facilitation using Blackboard and Webex and delivered 6+ remote module based training sessions for new hire training and 2+ upskills which led to employees being able to deliver a positive memorable experience and above average results.
- \* Restructured content to fit the needs of a Retail to small medium business phone sales team including setting a schedule approved by both the manager for the business and the training manager.
- \* Planned a daily schedule to effectively facilitate activities to cement understanding, to clarify and reinforce concepts while giving an appropriate time for breaks in allotted time.
- \* Administered skill demos to ensure specialists understand and can apply skills learned throughout training.

#### *Rotational Supervisor*

- \* Strengthened team morale by recognizing obstacles, communicating how to overcome them, and by creating a sense of accountability and community through team-building exercises and games.
- \* Identified performance gap and outlined coaching plan with underperforming specialists to achieve above average metrics overall compared to site average.

#### *Mac Expert*

- \* Achieved quarterly peer-nominated "MVP" award Q1 2016 for innovation, teamwork and results.
- \* Led and organized the mentoring program to ensure 6 peer mentors were on task and were giving the best coaching experience to their selected peer.

### GAMESTOP

2010- 2014

#### *Store Manager*

- \* Hired, educated and trained store associates on company standards and customer service best practices and maintained top 10% in all of my stores.
- \* Created weekly schedules for up to 18 people to utilize maximum productivity time with minimal payroll anticipating volume based on sales trends and release schedule.

## Education

B.S of Science in Game Art and Design, The Art Institute of Pittsburgh