

# NOELLE GISEWHITE

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## PROFESSIONAL EXPERIENCE

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### SOFTWARE DEVELOPMENT INSTRUCTOR

March 2023 – Present

#### We Can Code IT

- Instructs comprehensive full stack development courses covering in-demand programming languages and frameworks, including Java, Spring, JavaScript, HTML, CSS, React JS, Node, MVC, and Rest API.
- Develops and implements training videos to serve as additional reference material, along with hands-on demo projects for students to enhance their coding skills.
- Achieves an impressive 88% job placement rate for graduates within one year of course completion, with 90% of students stemming from diverse populations underrepresented in the tech industry.

### SENIOR IT SUPPORT SPECIALIST

November 2022 – Present

#### Randstad USA

- Provides exceptional customer service and technical support to over 30 clients and companies, maintaining an outstanding satisfaction rate of 95% or higher across all clients.
- Responds efficiently to phone calls, emails, and virtual chats, maintaining an average Service Level Agreement (SLA) time of 8 minutes or less per interaction with a First Call Resolution (FCR) of 80% or higher.
- Performs administrative tasks such as routing emails and tickets, assisting fellow agents, submitting timesheets, and monitoring agent performance.
- Collaborates with cross-functional teams within the company and client organizations through various communication channels, including email, chat, phone, and monthly meetings.

### FREELANCE WEB DESIGNER

March 2018 – Present

#### Noelle Codes, LLC

- Deploys web and social assets to increase online presence and brand awareness for small businesses through web design, brand creation, search engine optimization (SEO), and digital marketing.
- Utilizes tools such as Canva, WordPress, Shopify, and custom code to create visually appealing and functional websites, catering to a variety of different industries and achieving significant cost reductions (average 80%) and streamlined turnaround times (average 65%) for online assets.

### MERCHANDISE & SHIPPING LEAD

July 2014 – March 2023

#### Bj's Wholesale Club

- Pioneered a brand new 'Ship From Club' ecommerce platform, leading a team to become one of the top clubs for order fulfillment, efficiency, and volume - generating an additional \$2 million in revenue per year.
- Uncovered multiple major attempts of theft and fraud, spotting unusual patterns within the Order Management System, saving the club and members over \$60,000 in potential loss over 6 months.

## EDUCATION

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### WE CAN CODE IT

April 2022 – August 2022

*Certificate of Software Development*

### THE OHIO STATE UNIVERSITY

August 2008 – February 2013

*Fine Arts*

Relevant Coursework: Computer Programming, Graphic Design

## TECHNICAL SKILLS

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Java | Javascript | HTML | CSS | Spring Boot | Thymeleaf | Node | React JS | JSX | Json | Rest API | Wordpress | Shopify | Github | Git Bash | Agile | SCRUM | Object Oriented Programming (OOP) | Test Driven Development (TDD) | MVC | Active Directory | Azure | Citrix | DNS | Exchange | IOS | Jira | MS Office | Okta | Windows | SAP | ServiceNow | VPN