

# SHAUNA LACHELIER

## CONTACT

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## LINKEDIN

<https://www.linkedin.com/in/slachelier/>

## GITHUB

<https://github.com/SLachelier/>

## PORTFOLIO

<https://slachelier.vercel.app/>

## SKILLSET

HTML  
CSS  
JavaScript  
TypeScript  
GraphQL  
ReactJS  
Next.js  
Angular  
Git  
Node.js  
SDLC  
Java  
Atlassian Jira  
Documentation  
Debugging  
Performance Frameworks  
RESTful API

# FRONT-END DEVELOPER

*Detail oriented Front-end Developer delivering up-to-date and clean code with best practices. Adept at mobile-first development, responsive design and passionate about performance with maintainability, with a proven track record of collaboration, leadership, and successful project execution.*

## WORK HISTORY

Salt Lake City, UT

Nov 2021 - Present

### Technical Support Engineer

### Instructure

- Instituted technical information in clear terms to promote better understanding for non-technical users.
- Managed multiple concurrent support cases with precision and focus, resulting in 95% of case closure within target timelines.
- Conducted root cause analysis of technical issues, implementing preventive measures for future occurrences.
- Instructed users on performing calls on API endpoints and customizing HTML and CSS to meet their needs.

Austin, TX

Jul 2021 - Oct 2021

### Technical Support Specialist

### The A List Staffing

- Reduced response time with effective communication skills, ensuring customers received prompt assistance.
- Achieved high first-call resolution rates through diligent troubleshooting efforts and comprehensive product understanding.
- Documented all client interactions thoroughly in incident management system, allowing for efficient tracking of recurring issues and trends.
- Resolved 25 technical support inquiries per day.

## EDUCATION

Austin, TX

April 2022 - Oct 2022

### Full Stack Web Development

### The University of Texas

- Relevant Coursework: MERN stack & algorithms.
- Led and managed multiple teams with project direction and development.
- Ranked in Top 10% of class.