

Kyla Ester

SOFTWARE ENGINEER

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PROFILE

My passion for technology started at a young age and has since driven my pursuit of a career in software engineering. From exploring digital design to working with various software applications as a call center representative, I have developed a keen understanding of the possibilities technology can offer. I have a unique talent for translating complex software into understandable terms as well as a deep appreciation for innovative solutions, which has been crucial in collaborating with clients and colleagues. I am excited to bring my skills, expertise and passion to a career in the engineering field.

SKILLS

CSS, HTML, SASS, MySQL, GitHub, Kanban, Agile, HTML, Python, JavaScript, React, ExpressJS, Figma, Salesforce, Five9, 8x8, MS365

EDUCATION

BrainStation | Diploma, Software Engineering

FEB 2023 - MAY 2023, Miami, FL

Broward College | Student of Computer Science

DEC 2021, Hollywood, FL

PROJECTS

CodeCraft | Learning Web Application

MAY 2023, Miami, FL

- Developed a learning web application that teaches coding to teens, using an achievements system that rewards points for completing lessons. Implemented a fun and engaging feature that allows users to use their points to purchase buddies and outfits for their buddies, enhancing the learning experience and encouraging continued engagement.

Lead Front End Developer | UKG Industry Project

MAY 2023, Miami, FL

- Collaborated with UX designers to develop a feedback feature for UKG, leveraging React and ExpressJS to integrate an API provided by UKG, which allowed employees to answer questions and convert their responses into emotions. Developed a solution that provided personalized suggestions to address employees' issues based on their emotions.

Lead Front End Developer | Hackathon

APR 2023, Miami, FL

- As the lead front-end developer in a hackathon project, oversaw the creation of a visually-rich and interactive visual novel with a dynamic storyline, utilizing React, Knex.js, and MySQL technologies. Designed and implemented an intuitive user interface that allowed users to make choices at various decision points in the story, leading to multiple possible outcomes and an engaging, personalized experience.

EXPERIENCE

Call Center Representative | Dealer's Greatest Assets

JUNE 2022 - JAN 2023, Bonita Springs, FL

- Handled vehicle inquiries, scheduled appointments, and managed inbound/outbound calls
- Averaged over 100 calls per day through the Five9 system, exceeding performance goals using dispute strategies and provided scripts
- Documented detailed customer interactions through the company website and CRM, improving tracking and analysis for enhanced experiences and increased satisfaction
- Increased customer retention rates by 15% and received recognition for consistently meeting or exceeding call metrics, honing communication skills and emphasizing the value of exceptional service

Receptionist | VisionWorks

MARCH 2016 - 2017, Sunrise, FL

- Provided exceptional customer service with a positive attitude, efficiently managing a high volume of calls and scheduling appointments for current and future patients
- Successfully diffused and redirected discontent patients regarding billing issues, utilizing effective communication and problem-solving skills
- Demonstrated strong organizational skills by managing the receipt and shipment of office deliveries, ensuring timely and accurate distribution
- Responded promptly and professionally to guest inquiries, efficiently directing them to the appropriate party and enhancing their experience