

# AARE'YONNA JOHNSON

Atlanta, GA 30038

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(678) 883-6215

## CAREER SUMMARY

Front-end developer with hands-on experience in HTML, CSS, and JavaScript, acquired through a 12-week intensive bootcamp. Skilled in building responsive, user-friendly websites and optimizing interactive elements. Proficient in version control workflows using GitHub. Adept at collaborating with teams to deliver high-quality services and programs. Ready to contribute to Mozilla's innovative projects and enhance user experience.

## AREAS OF EXPERTISE

Account Management | Calendar Management | Content Development | Client Relationships | Microsoft Skills | Call Center Agent | Problem Solving | Effective Communication Skills | Customer Service | Healthcare Call Center Agent | Email Correspondence | Customer Relationships | Website Development |

## PROFESSIONAL EXPERIENCE

### TELEDIRECT

Remote

#### Call Center Agent

July 2024 - Present

- Delivered accurate information for up to 50+ callers each day, ensuring accuracy and confidentiality of information, by managing a high volume of incoming and outgoing calls and escalating concerns to the supervisory team as needed.
- Provided comprehensive information regarding billing details, available products, resources, and accommodations, setting appointments, placing orders, and redirecting calls, thereby enhancing customer satisfaction and support.
- Collaborated with senior staff and specialized practitioners to provide care for patients, ensuring adherence to HIPPA Guidelines and managing Prescription Drug Plan, PA (Prior Authorization), Inbound Calls, and Outbound Calls.

### YEAR UP UNITED

Hybrid Remote

#### Front End Developer Colleague

July 2024 - January 2025

- 3+ years of experience in a professional environment, demonstrating strong workplace communication and collaboration skills.
- Proficiency in HTML, CSS, and JavaScript, with hands-on experience in building responsive, user-friendly websites and optimizing interactive elements.
- Experience with version control workflows, including branching, merging, and pull requests, ensuring high code quality and successful project integration.
- Completed a 12-week intensive Frontend Developer Bootcamp, acquiring skills in GitHub, HTML, CSS, Bootstrap, AJAX, DOM, and SQL, and successfully completing assessments and 3 hands-on capstone projects.
- Proficient in Microsoft Excel for data analysis, formulas, and charts, Microsoft Word for document formatting and professional template creation, Microsoft Outlook for email management and calendar scheduling, and Microsoft PowerPoint for designing visually engaging presentations.
- Experienced in Zoom virtual meetings, screen sharing, webinar hosting, and collaboration tools.

## EDUCATION & TRAINING

### YEARUP

#### Certificate

Atlanta, GA

Jan. 2025

Completed coursework in Front End Software Development.

### GEORGIA CYBER ACADEMY

#### High School Diploma

Online

May 2019

High School

## TECHNICAL SKILLS

Proficient in Zoom, JavaScript, WordPress, MS Teams, MS Word, MS Excel, MS SharePoint, MS Project, Dropbox, ADP, HTML, CSS, Flexbox, Coding, MS Office 365, Canva, CSS, MySQL, C++, C#, and Python.

# CERTIFICATE OF RECOGNITION

**Aare'Yonna Johnson**

**FOR SUCCESSFULLY COMPLETING THE  
FRONTEND DEVELOPER**

**12 -week Immersive Developer Academy  
Fall 2024 Cohort**



SIGNATURE

1 / 07 / 2025

DATE



PLURALSIGHT