

Marquel Boardley-Ashlock

Software Developer

Los Angeles, Ca

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[Portfolio](#) | [LinkedIn](#) | [GitHub](#)

SUMMARY

Software developer proficient in HTML, CSS, JavaScript, and React.js. 10+ years of experience in operations leadership and customer service resulting in well-honed aptitude in excellent problem-solving, working well under pressure, and interpersonal communication. Passionate about website design and functionality that provides excellent user experience.

SKILLS

Front-End: JavaScript ES6, React, React Hooks, HTML5, CSS3

Back-End: Node.js, Express, SQL

Additional Skills: Git, GitHub, Vercel, Heroku, media queries, Mocha, Chai, leadership

Exposure: Python, Java, AWS

PROJECTS

Restaurant Reservation App | [Project Link](#) | **Tech used:** Node.js, Express, React, Bootstrap

- Developed a full stack application aimed at increasing restaurant efficiency in managing reservations
- Created features to enable users to create, update, delete reservations
- Utilized Express.js to build RESTful API and React to create the frontend

Flashcard App | [Project Link](#) | **Tech used:** React, Bootstrap

- Designed an app that allows users to create and edit different decks of flashcards
- Utilized React to build multiple components and functions to provide users with a study tool
- Incorporated API calls to manipulate data, such as adding, editing, and deleting cards and decks

EXPERIENCE

Station Duty Manager, Station Operations

Alaska Airlines | Los Angeles, California

January 2018 – Present

- Coordinate all phases of operation across multiple teams while fostering Alaska's culture of safety and prioritizing guests' needs and achieving on-time departure goal of 80%
- Point of contact for all teams to communicate obstacles and work out solutions
- Provide service recovery for escalated guest issues using empathetic listening and providing solutions in real time and in response to guests comments exceeding station customer satisfaction goal of 85%
- Lead team of 300 customer service agents while meeting KPIs
- Maintain close coordination with Systems Operation Control regarding the state of the LAX operation
- Anticipate the needs of the team by providing tools and information for successful performance

Station Supervisor

Virgin America | Los Angeles, California (Acquired by Alaska Airlines)

September 2011 – January 2018

- Maintained adequate staffing and built shift schedule bids for 150 team members to successfully support 40-flights per day operation while staying within the labor budget by \$7k for 3 years.
- Promoted team engagement by actively promoting and participating in monthly listening sessions and activities

EDUCATION

Thoughtful | Certificate, SOFTWARE ENGINEERING

June 2022

- Gained practical mastery of HTML5, CSS3, JavaScript, React, Node.js, Express, and PostgreSQL along with software development industry standards and best practices.

University of California, Riverside | Bachelor of Science, NEUROSCIENCE

June 2011