

Rocio Galvan

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[LinkedIn](http://www.linkedin.com/in/rocio-galvan): <http://www.linkedin.com/in/rocio-galvan> | [Github](https://github.com/Ro-Galvan): <https://github.com/Ro-Galvan>

[Portfolio](https://ro-galvan.github.io/portfolio/): <https://ro-galvan.github.io/portfolio/>

Professional Summary

Java & JavaScript developer looking to leverage over 10 years of fast-paced logistics, management, and customer-oriented experience. Experienced in managing strict deadlines and communicating between departments and customers. Prepared to collaborate and understand the customer's pain points to produce products & services that are portable, scalable and resilient.

Technical Skills

Frontend: HTML5, CSS, JavaScript, Third-Party APIs, Web Content Accessibility, DOM manipulation

Backend: Java 8, OOP, Spring, Spring Boot, TDD, Mockito, Microservices, Containerization, Docker, Kubernetes, MySQL, NoSQL (MongoDB), Express, React.js, Node.js, Handlebars, Server-Side APIs

Tools: GitHub, Heroku, Visual Studio, IntelliJ, Slack, Bootstrap, Bulma, Tailwind, Jira, Docker Hub, Postman

Projects

Game Store | <https://github.com/Jeff-T-Schmidt/smu-student-project-1> | <https://github.com/RichardTomas/Store-App-Frontend>

- Full-stack application that manages tested API endpoints that interact with the user interface
- Responsibilities: Created a Console model and corresponding API routes, unit & integration tests and collaborated as a team to complete the service layer & front-end
- Tools: Jira/Kanban boards, Spring Boot, Spring MVC, JPA, REST APIs, Postman, Swagger, Java, JavaScript, React, MySQL Workbench

HobbyBox | <https://github.com/jacksonnorris/hobby-box> | <https://agile-plateau-31401.herokuapp.com/>

- Ecommerce store selling hobby-related products from 6 categories that change monthly
- Responsibilities: Worked on the client side: utils folder, debugged and coded the about me page
- Tools: JavaScript, React, Express, Apollo Client, GraphQL, NodeJS, Flowbite & Tailwind CSS, Cloudinary, Stripe, JWT Token, MongoDB, Mongoose, BCrypt, Concurrently

Work Experience

CODE FOR AMERICA

Raleigh, NC

Frontend Web Developer

07/2022– 09/2022

- Volunteered in an agile team, attending weekly scrum meetings with UX, project manager and developers
- Periodically revised website following instructions from UX team and project coordinator
- Part of outreach sub-group to help recruit volunteers for the hackathon

EXPEDITORS

Raleigh, NC

Air Export Agent

03/2021 – 01/2022

- Organized local truck pickups & airline bookings based on customer deadlines, space and airline cutoffs
- Communicated with overseas agents and account managers for rates, new requests and approvals
- Gathered & submitted compliance docs for customs export filings & verified/entered rates before invoicing
- Managed 30+ air export accounts and cross trained on ocean exports & temperature controlled shipments

LIDL

Raleigh, NC & Virginia Beach, VA

Assistant Manager

03/2020 – 03/2021

- Completed intensive 4 month training leading up to a final test and passed on first attempt

- Managed store operations by prioritizing tasks & aligning them to individual strengths, organizing breaks, driving shelf-stocking speeds, solving customer issues all while completing my own tasks
- Upheld quality standards by providing feedback, coaching or praising 21 team members
- Placed orders based on sales analytics & maintained system by fixing inventory discrepancies

INTERNATIONAL WORK EXPERIENCE

Australia, New Zealand & Spain

Customer service roles

03/2017 – 12/2019

- Obtained a new job every 6 months due to visa restrictions, gaining valuable cultural & business insights

CMA-CGM

Norfolk, VA

Export Premiere Representative-VIP

01/2015 – 12/2016

- Oversaw export bookings & documentation for 5 premiere customers like Weber grill and Nestlé
- Interpreted customer specific contracts for queries about rates, routes and surcharges
- Verified loading appointments were adhered to and containers made railroad and vessel cutoffs
- Stayed in communication with HQ, overseas offices, trade, sales, intermodal, & customers to resolve issues

Inbound Vessel Coordinator

09/2013 – 01/2015

- Meticulously completed 22 steps every 2 weeks and saw the vessel through from start to finish
- Sent arrival notices & ensured documents, payment, & Customs clearance were received prior to release
- Ensured releases and free time were in place at port/rail to avoid charges to the customer or service failure

Education

Southern Methodist University

Online- Full-Time

Back-end Java Developer, Certificate

09/2022-11/2022

The University of North Carolina at Charlotte

Online- Full-Time

Full-stack JavaScript Developer, Certificate

02/2022 -05/2022

The University of North Carolina at Greensboro

Greensboro, NC

Bachelor of Science in Business Administration

2008-2012