Gianna D'Aconti

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EDUCATION

University of Richmond   **Richmond, Viginia**

Full Stack Web Development Certificate   *Graduated, January 2025*

- o   **Concentrations:** MERN Stack Development, API Integration, and Interactive UI/UX.
- o   **Related Coursework:** Data Structures & Algorithms, Objects & Design, Computer Coding & Programming, Machine Learning, Artificial Intelligence, Object-Oriented Programming, AR/VR/XR Developer.

EXPERIENCE

Fiat Ministry Network   **Geneva, Ohio**

Studio Production & Internet TV Host   *Mar 2016 – Jul 2024*

- Built accessible multimedia web interfaces, increasing user engagement by 35%.
- Directed studio production environments, optimizing lighting and sound setups for 100+ live and recorded broadcasts.
- Led post-production editing for shows and commercials, improving turnaround time by 40%.
- Conceptualized and launched 50% original programs, increasing viewer engagement by 35%.
- Managed website updates and social media campaigns, expanding digital reach by 70%.

Faith Life Family, LLC Custom Apparel   **Chesterfield, Virginia**

Media Producer & Marketing Specialist   *Aug 2014 – Jul 2024*

- Created media-rich web interfaces to support digital campaigns.
- Produced commercial media from concept to final cut, contributing to a 60% increase in campaign engagement.
- Designed branded products and led product photography for digital ads viewed by 10K+ users.
- A Coordinated booth setups and promotions for national conferences, boosting lead generation by 45%.
- Executed social media strategies across platforms, growing follower base by 60%.

Owens & Minor   **Richmond, Virginia**

Customer Service Representative/Client Engagement Specialist   *Jan 2022 – Aug 2022*

- Resolved 200+ customer inquiries weekly using Salesforce and Microsoft Suite, achieving a 92% first-contact resolution rate.
- Streamlined order management and credit processing workflows, reducing issue resolution time by 25%.
- Served as liaison between clients and internal departments, improving service delivery and satisfaction scores by 30%.

Estes Express Lines   **Richmond, Virginia**

Customer Care Agent   *Feb 2019 – Jan 2022*

- Delivered customer support across chat and phone channels using platforms including Zoom, Citrix, Cisco and Skype, handling 200+ interactions daily.
- Navigated multiple systems such as Saledforce CRM, AS/400, Microsoft Office Suite to resolve inquiries with 90% accuracy and a 95% compliance rate with quality assurance standards.
- Built rapport with customers through professional, empathetic communication, contributing to a 30% increase in customer satisfaction scores.
- Met or exceeded key performance metrics including first-contact resolution, call handling time, and customer retention.
- A Contributed process improvement ideas that enhanced team productivity and reduced service delays by 20%.

PROJECTS

ChefGPT   **Richmond, Virginia**
Full Stack Engineer   *Jan 2024 – Present*
- Developed a recipe generation web app powered by OpenAi's GPT-3.5.
- Built with React, Node.js, Express, integrating OpenAi's API for dynamic recipe suggestions.
- Styled the interface with Tailwind CSS and deployed via Vercel for seamless performance.

Book Search Engine Refactor   **Richmond, Virginia**
Full Stack Web Developer   *Oct 2024 – Nov 2024*
- Refactored book search engine using GraphQL and Apollo Server.
- Improved query speed by 50% and UI rendering by 30%.
- Managed MongoDB database with 10,000+ book records.

ACTIVITIES AND LEADERSHIP

Software Engineer   **Richmond, Virginia**
Final Class Project – University of Richmond Full Stack Development Bootcamp   *Nov 2024 – Jan 2025*
- Led a team of five developers in designing and deploying a full-stack web application using the MERN stack.
- Oversaw project architecture, Git workflow, and API integration, resulting in a fully functional MVP delivered ahead of schedule.
- Directed Agile sprints and code reviews, earning top recognition from instructors for exceptional leadership, technical precision, and delivering one of the classes most acclaimed final projects.

Augmented Reality & Mixed Reality Developer   **Richmond, Virginia**
Independent Creator   *April 2020 – Present*
- Designed and launched custom mobile AR applications and Social AR effects using Lens Studio and Effect House.
- Developed immersive XR and Mixed Reality games with Blender, Mixamo, and Unity, earning recognition as a multi award-winning creator on multiple platforms.
- Contributed to the AR/VR developer community through tutorials, prototypes, and collaborative projects.

SKILLS

Programming: JavaScript, Python, TypeScript, HTML/CSS, SQL, Node.js, React.js, Node.js, Express.js, NoSQL, MERN Stack.
Tools: Github, VS Code, Firebase, REST APIs, TailwindCSS, PyCharm, Git, Bootstrap, PHP, Spring Boot, Vercel, Lens Studio, Effect House, Blender, Mixamo, Figma, GitLab, Terminal.
Creative & Technical: AR/VR Development, Video Editing, Drone Videography, Adobe Creative Suite, UI/UX Design, Prompt Engineering, Frontend Software Engineer.
Soft Skills: Works Well Under Pressure, Code Troubleshooting, Customer Service, Leadership, Communication Skills, Resilient, Enthusiastic, Team Management.