

Gianna DAconti

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PROFESSIONAL SUMMARY

Full Stack Web Developer with experience building MERN applications, API-driven platforms, and interactive UI/UX. Background in VR/AR media production and customer-facing roles, bringing strong communication, leadership, and product delivery skills.

TECHNICAL SKILLS

Programming: JavaScript, TypeScript, Python, SQL, HTML/CSS, React, Node.js, Express.js, PHP, Spring Boot, NoSQL (MongoDB), REST APIs, Prompt Engineering, GitHub.

Creative & Technical: AR/VR Development, UI/UX Design, Lens Studio, Effect House, Blender, Mixamo, Figma, Adobe Creative Suite, Video Editing, Drone Videography, Git.

Soft Skills: Leadership, Data Storytelling & Insight Communication, Team Management, Customer Service, Problem Solving & Code Troubleshooting, Works Well Under Pressure, Resilient, Enthusiastic, Attention to Detail.

PROJECTS

ChefGPT

Full Stack Engineer

Richmond, Virginia

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

Full Stack Web Developer

Richmond, Virginia

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.

PROFESSIONAL EXPERIENCE

Fiat Ministry Network

Studio Production & Internet TV Host

Geneva, Ohio

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

Media Producer & Marketing Specialist

Chesterfield, Virginia

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 Salesforce 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%.

EDUCATION

University of Richmond

Richmond, Virginia

Full Stack Web Development Certificate

Graduated, January 2025

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

LEADERSHIP & ACTIVITIES

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 & 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.