

## Jorja “Georgia” Fleming

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Backend Developer | User Focused | Problem Solver

### SUMMARY

Dedicated professional with over 20 years of customer service expertise, embodies communication, teamwork, and empathy. Certified in Backend Engineering, proficient in Ruby on Rails, RESTful API development, and collaborative problem-solving. Eager to synergize these skills to contribute meaningfully to the tech landscape, aspiring to leverage technology for positive societal impact.

### SKILLS

- Languages/frameworks: Ruby on Rails, ActiveRecord, PostgreSQL, JSON, Bootstrap
- Testing: Test Driven Development (TDD), RSpec, WebMock, VCR, Debugging, Factory-bot
- Tools/Workflow: RESTful API's, Relational databases, SOA's, Monoliths, Heroku, Agile
- Exposure to: CSS, HTML, CircleCI, OAuth, CSV, Linked lists, AWS S3

### SOFTWARE PROJECTS

**Lunch and Learn (Solo)** [https://github.com/JorjaF/Lunch\\_and\\_learn\\_api](https://github.com/JorjaF/Lunch_and_learn_api) Aug 2023

Developed a backend API aligning with "Frontend" specifications, seamlessly integrating four external APIs. Tailored responses to user-selected countries or randomly assigned nations.

- Designed dynamic content including recipes, videos, and photos all within 3 days
- Tech Stack: Ruby on Rails, RESTful API, Github, Postman
- API's used: Youtube, Edamam, Restcountries, Unsplash

**Pantry Pilot (Four person group)**

Nov 2023

[https://github.com/Pantry-Pilot/pantry\\_pilot\\_be](https://github.com/Pantry-Pilot/pantry_pilot_be)

<https://pantrypilot-bb63e22bf516.herokuapp.com/>

Engineered full stack app designed to use ingredients from your pantry to find recipes and reduce food waste. Designed from inception to deployment in 2 weeks, it uses the spoonacular API to get recipes. It includes a “pantry” where users can add ingredients and expiration dates. Users get notices when an ingredient is about to expire. We used AWS S3 so users can upload photos of their recipes, and ActionMailer allows users to email the recipes to others.

- Engineered to be mobile friendly, and has a WCAG compliance score of 89%.
- Tech Stack: Ruby on Rails, CSS, Bootstrap, AWS, REST API, SOA, CircleCI, and Heroku
- This project was chosen for Turing Demo Comp, a showcase of the best project for the inning

### PROFESSIONAL EXPERIENCE

Customer Support Specialist | The CE Shop | Remote

Nov 2019 - Mar 2023

Utilized effective communication techniques to enhance the onboarding process for students. Assisted returning students in the process of getting correct CE courses and checking the status of their course reporting.

- Forged a culture of continuous learning, resulting in a remarkable 95% student satisfaction rate.
- Collaborated with teammates to address reporting concerns, with a 48 hour resolution time.
- Conducted meticulous research in databases to ensure students meet education requirements.
- Maximized efficiency by assisting 60+ callers, and addressing 30 emails daily.

### EDUCATION

2023 - 2024

Turing School of Software & Design, Denver, CO Mar 2023 Federally Accredited Backend Engineering Certificate