JEAN FRANCO ACOSTA

ALEXANDRIA, VA • 703.349.9557 • FRANCO.ACOSTA.JEAN@GMAIL.COM • LINKEDIN.COM/IN/FRANCO-ACOSTA-J/

SOFTWARE & WEB DEVELOPMENT

Dynamic, forward-thinking developer with the proven ability to develop solutions across various platforms, provide ongoing support, and collaborate to improve product offerings. Leverages a strong understanding of development principles and methodologies, plus a detail-oriented, innovative approach to editing and testing products for usability and accuracy. Remains committed to fostering a supportive work environment, underscored by prioritizing open communication and empowering team members to achieve individual and collective goals.

CORE COMPETENCIES

- Web Development
- Product Design
- Software Development
- Computer Engineering
- Information Systems

- Project Management
- Data Analysis
- Data Reporting
- Content Management Systems
- Risk Management

- Cross-Functional Collaboration
- Compliance Regulations
- Research Analysis
- Company-Wide Communication
- Advanced Spanish Fluency

TECHNICAL PROJECTS

Image Metadata Viewer • https://jeanfrancoacosta.com/image-metadata-viewer/metadata-viewer.html

Built a an image metadata viewer using Python and PIL library, then transformed it into an interactive web application using HTML, CSS, and JavaScript, allowing users to easily view details like dimensions and file type of their uploaded images.

Word of Kako Photography Site • https://dev-world-of-kako.pantheonsite.io/

Built a WordPress photography site, World of Kako, which showcases travel photos, tips, and equipment evaluations for photographers. Conducted a UX research case study to optimize the site's design and user experience.

Blackjack with JavaScript • https://jeanfrancoacosta.com/blackjack.html

Users can immerse themselves in a classic Blackjack experience built with JavaScript—draw cards, calculate scores, and strategize their way to victory. This project showcases dynamic DOM manipulation, problem-solving, and algorithmic logic skills.

Responsive Logo Design • https://jeanfrancoacosta.com/responsive-logos.html

Users can experience the adaptability of logos as they resize to fit any screen. These designs maintain clarity on desktops, tablets, and mobile devices, ensuring consistent identity.

WORK EXPERIENCE

Account Coordinator • **Alera Group, Inc.** • **Remote** • **2020 – Present**

Leverages industry experience to work closely with the Account Manager to prepare open enrollment, conduct product analyses, and identify growth opportunities. Additionally, bridges communication gaps between employers and carriers, conducts audits to ensure accurate allocation, and assists with onboarding and offboarding in a fast-paced environment.

- Utilizes expertise in portal customization for carriers and TPAs to collaborate with a team of Account Managers to optimize client management processes, enhance communication strategies, and improve deliverables, thereby providing superior client service.
- Implemented a streamlined communication process between Account Coordinators and Account Managers to enhance client interactions, ensure a seamless onboarding experience for Coordinators, minimize document omissions, and maintain up-to-date internal systems for team-wide transparency.
- Conducts research to devise intranet development plans and deliver tailored solutions aligned with client requirements.

Account Coordinator (Continued)

- Seamlessly addresses complex issues and lends valuable support to management, notably addressing employee queries in a timely, concise manner and communicating complex technical information effectively.
- Cultivates and nurtures relationships with 80+ clients, conducting regular follow-ups and gathering critical feedback to drive enhancements in portal usability.

HR Specialist • Lunarline, Inc. • Arlington, VA • 2017 – 2020

Promoted from HR/Recruiting Intern (2017 – 2018) to HR Assistant (2018) to HR Specialist; served as the sole resource for HR operations after the departure of the previous HR Manager, in addition to providing key assistance to employees and leadership. Seamlessly executed HR operations for a 140-employee information/cybersecurity solutions firm, successfully directing the company composed of a majority of remote workers. Responsibilities included but were not limited to overseeing schedule management processes, completing yearly and quarterly hiring reports, crafting job descriptions, and handling policy/procedure updates.

- Utilized data analysis and reporting skills to track KPIs, conduct annual employee surveys, collaborate with third parties for data analysis, and communicate findings to executive leadership during monthly meetings.
- Took ownership of crafting technical documentation, illustrated by assisting in creating the Employee Handbook; conducted research and developed a comprehensive manual outlining policies and procedural guidelines.
- Single-handedly designed the company's monthly newsletter; highlighted employee achievements, new hires, and company contract wins and disseminated information from All Hands Meetings.
- Trained and mentored the HR Generalist and HR/Recruiting Intern, providing coaching, feedback, and sharing best practices.
- Maintained an exceptional quality of work, underscored by achieving an Outstanding Rating (highest possible score) on the 90-day Performance Evaluation (Q1 2018), receiving an Exceeds Expectations Rating for excellent employee contributions on Annual Performance Evaluation (2018), and receiving the highest number of Lunarline Spot Awards (3) in 2018.

EARLIER EXPERIENCE

Supervisor • Costco Wholesale • 2018 – 2021

Associate • Costco Wholesale • 2013 – 2018

EDUCATION & CERTIFICATIONS

Bachelor of Science, Psychology • George Mason University

Associate of Science, Computer Science • Northern Virginia C.C. • Present

Web Design and Development Career Studies Certificate • Northern Virginia C.C.

UX/UI Bootcamp Certification • George Washington University

Education Courses

Advanced Multimedia Development

Introduction to Computer Science

Object Oriented Programming

Software Design

DEVELOPMENT

HTML5 | CSS3 | JavaScript | PHP | Java | Python | Bootstrap | jQuery | SaSS | FileZilla | GitHub

UX/UI DESIGN

Heuristic Evaluation | Persona Development | User Research | Prototyping | User Journey Mapping | Wireframing | User Empathy | User Flow | User Testing | Usability Testing (A/B Testing) | Interaction Design | Information Architecture | Responsive Web Design | Accessibility Standards (WCAG, Section 508) | Color Theory | Iconography | Illustration | Typography

TECHNOLOGY & SOFTWARE

Visual Studio Code | IntelliJ IDEA | IDLE | MS Office | Drupal | SharePoint | Webflow | WordPress | Adobe XD | Photoshop | Figma | InVision | Useberry | Miro | Notion | Trello | Premiere Pro