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## EDUCATION

**Web Development  
Immersive Learning  
Program**

**Eleven Fifty Academy**  
2022

## TECHNICAL SKILLS

### Languages & Libraries

JavaScript, NodeJs, React,  
NextJS, Typescript, Express, JWT,  
Bcrypt, Python

### Cloud Technologies

AWS, Domo, Heroku, Firebase,  
GitHub, Power Automate, Zapier

### CI/CD

Agile, Scrum, Git

### Databases/ORM

PostgreSQL, Sequelize

### Web Technologies

HTML, CSS, APIs, Responsive  
Web Design

### Styling Libraries

Bootstrap, Styled-Components,  
Tailwind CSS

## FUNCTIONAL SKILLS

Problem-solving,  
troubleshooting, creativity,  
customer service, critical  
observation and thinking,  
organization, portfolio  
development, addressing and  
resolving business challenges

# GABRIELLE FORD

## IT Systems Integrator

### ABOUT ME

An enthusiastic, resourceful, innovative IT Systems Integrator. My background in customer service/training provides me an advantage to deal with different situations in fast-paced environments and adapt accordingly. Seeking a position where I can utilize my technical skills and problem solving abilities to contribute to the goals of my company.

### TECHNICAL PROJECTS

#### Bliss Space Event Venue - blissspaceindy.com

Utilized HTML 5, CSS 3, JavaScript, React, and TailwindCSS to build my first freelance website. I worked closely with the client to make their vision work, and continue to perform maintenance and updates as needed.

#### Meal Prep Market Fullstack Web App - mealprepmarket.herokuapp.com

Utilized HTML 5, CSS 3, JavaScript, React, Typescript, Node.js, PostgreSQL to build an e-commerce application that allows users to create accounts and advertise their meal prep services, and consumers to purchase those meals. I also created a separate Admin client for admins to access all user accounts, listings, and placed orders.

#### Rick & Morty App - rickandmortydatabase.herokuapp.com

Utilized Rick & Morty API, HTML 5, CSS 3, and JavaScript to create a Rick & Morty Database in which you can find information about a specific character from Rick & Morty.

### WORK EXPERIENCE

#### ○ Hensley Legal Group, PC | Fishers, IN

March 2025 - Present

##### IT Systems Integrator

- Built 44 Zapier automations, streamlining nearly 40,000 monthly tasks
- Developed 23 Power Automate workflows to improve efficiency and data integration
- Revamped invoice process to prevent file misplacement or accidental deletion
- Designed data dashboards in DOMO using SQL and ETL tools to highlight firm performance
- Helped set up Raspberry Pi displays for real-time dashboard viewing across the office
- Integrated data from 7 lead generation services into Lead Docket
- Connected Filevine reports to an S3 Bucket for DOMO integration
- Created an email-to-ticket automation for seamless Atera support logging

#### ○ May 2023 - March 2025

##### IT Support Specialist

- Responded to support tickets within 15 minutes to ensure fast issue resolution
- Redesigned technical training materials and created a searchable FAQ for self-service support
- Streamlined IT onboarding, reducing training time by 2.5 hours per employee
- Implemented a digital literacy assessment to customize IT training for new hires
- Helped launch online invoice payments, replacing manual phone-based payments

#### ○ Bliss Event Space | Fishers, IN

February 2022 - Present

##### Freelance Web Developer

- Communicate with client to ensure their approval at each stage of the website's development
- Created a wireframe and stuck to the design
- Continue to make any small or large changes to the website
- Deployed the website to Heroku, and added a custom domain
- Advised the client on best UX and UI designs, as well as, some of the marketing
- Started building the website on October 24th, 2022 and completed it by November 30th, 2022