



# AQIYLA MCLEAN

FRONT-END DEVELOPER

## Profile

I am a detail-oriented professional with 5+ years in operations, complaint management, and tax services. Experienced in using Salesforce CRM for workflow management, resolving complex issues, and ensuring compliance with policies. Skilled in client relations, training, and process optimization. Eager to transition into a Front-end Developer role, applying problem-solving skills and collaboration to build innovative, user-friendly web applications.

## EXPERIENCE

### EXECUTIVE RELATIONS COMPLAINTS SPECIALIST

Cash App

**February 2024 - Present**

- Maintain records of complaints and resolutions
- Collaborate internally to address complex complaints
- Ensure compliance with laws, regulations, policies
- Participate on monthly ML projects to calibrate and enhance complaint identification, boosting product accuracy

### TAX SPECIALIST

Cash App

**November 2022 - February 2024**

- Resolved customer inquiries using Salesforce
- Created workflows for quick issue identification
- Enhanced customer experience by identifying trends and process improvements
- Collaborated cross-functionally with engineering team on Salesforce tests

### SENIOR TAX MANAGER

Apluss Taxes LLC

**October 2019 - November 2022**

- Delivered tax services within compliance deadlines
- Hired and trained certified tax preparers seasonally
- Managed firm workflows using Salesforce CRM
- Processed payroll via Gusto for firm.

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## EDUCATION

### SOFTWARE ENGINEER CERTIFICATE, FRONT-END DEVELOPER

SheCodes

**2023-2024**

### MASTER'S CERTIFICATE, PROJECT MNGT

Penn State University

**2019**

### BACHELOR OF ARTS, BROADCAST JOURNALISM

Penn State University

**2008-2012**

## SKILLS

- React.js
- Javascript
- HTML
- CSS
- Responsive Web Design
- Bootstrap
- Project Management
- Salesforce