

Danielle Chloe Zabala

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EDUCATION

LOUISIANA STATE UNIVERSITY - SHREVEPORT (LSUS)

Bachelor of Science in Computer Science
Concentration: Software Development

Shreveport, LA
December 2025

BOSSIER PARISH COMMUNITY COLLEGE (BPCC)

Associate of Applied Science in Cyber Technology
Concentration: Software Programmer Analyst

Bossier, LA
May 2020

WORK EXPERIENCE

FREELANCE WEB DESIGNER & TECHNICAL SUPPORT

Client Projects | Shreveport, LA

2020 - Present

- Design, build and maintain responsive websites for small businesses and organizations using WordPress and Wix.
- Built a restaurant website with integrated Clover POS online ordering, allowing customers to place orders directly through the website.
- Configured and improved DoorDash merchant accounts, including menu setup, pricing updates and platform settings.
- Built an online product catalog for LED and home-improvement business.
- Designing and developing a website for a retirement cooperative organization.
- Troubleshoot issues involving domains, business email, plugins, account access and mobile responsiveness.
- Test websites across browsers and devices to identify and resolve layout, navigation and usability issues.
- Train clients to update website content and manage their platforms independently.

SALES ASSOCIATE / SHIFT LEAD

ThaiJap Asian Market | Shreveport, LA

2021 - Present

- Provide customer service in a fast-paced retail and food-service environment.
- Manage inventory operations, including stock tracking, supplier ordering, receiving and restocking.
- Take on leadership responsibilities by training employees, assigning daily tasks and helping maintain smooth store operations
- Resolve customer inquiries and issues with effective communication and problem solving.

TECHNICAL SKILLS

Testing & Quality: Manual Testing, Usability Testing, Bug Reporting, Cross-Browser & Device Testing, Functional Testing

Technical Support: Troubleshooting, Website Maintenance, End-User Support, Client Training, Basic System Support

Programming & Databases: Java (Foundational), JavaScript (Foundational), SQL (Foundational)

Web Technologies: HTML, CSS, WordPress, Wix

Tools: Git, Jira, VS Code

UNIVERSITY PROJECTS

OPTILIV REAL ESTATE WEB APP

Spring 2025

- Developed responsive front-end features using HTML, CSS and JavaScript.
- Built user interface components including login pages, property listings, filters, sorting features, and newsletter signup.
- Collaborated with team members to implement project requirements and improve the overall user experience.

CERTIFICATIONS

AWS Certified Cloud Practitioner - *In Progress*

Amazon Web Services (AWS), Expected August 2026