

# BREYANA BEY

Software Engineer

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## SUMMARY

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Computer Science graduate (AI concentration, Honors) with full-stack development experience and 3+ years applying technical problem-solving inside Barclays' Cards and Deposits servicing platforms. Builds practical tools that solve real operational problems — from a Barclays reporting tool that produced measurable workflow gains to a self-built full-stack web application with role-based authentication and dashboards. Comfortable across the JavaScript ecosystem, relational and document databases, and modern AI-assisted development workflows.

## TECHNICAL SKILLS

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**Languages:** JavaScript, Python, Java, SQL, HTML, CSS

**Frameworks & Libraries:** React, Next.js, Node.js, Express.js, Tailwind

**Databases:** MySQL, PostgreSQL, SQLite, MongoDB

**Tools & Platforms:** Git/GitHub, RESTful APIs, JSON, Postman, Figma

**Practices:** Agile/SCRUM, AI-assisted development, responsive design, requirements gathering

## PROJECTS

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### Deposits Team Dashboard | *Full-Stack Web Application*

- Designed a call-summary tool inspired by the documentation pain point I observed firsthand on the Barclays Deposits team — helping agents generate consistent, structured notes from account and call details. Originally built as a lightweight HTML/CSS/JavaScript prototype.
- Independently expanded the project into a full-stack web application with role-based authentication, separate Team Member and Manager dashboards, recent-summary tracking, and structured summary generation from user inputs.
- Took the work from wireframe through high-fidelity design to a functioning portfolio build.

### Barclays Reporting Tool | *Internal Workflow Tool*

- Built a lightweight reporting tool to streamline communication between Deposits agents and managers, addressing recurring delays in surfacing case-level updates.
- Based on my month-over-month analysis of internal reports across the 6 months following rollout, productivity improved by approximately 40% and after-call work decreased by approximately 33%.

### Cycology — Product Strategy Simulation | *1st Place / 6 Teams*

- Conducted competitive analysis and user research to inform product direction; collaborated cross-functionally to define features aligned with user needs and business goals.

## PROFESSIONAL EXPERIENCE

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### Relationship Manager — Barclays, Wilmington, DE

*Jun 2022 – Present*

- Identified a code-level bug affecting the Deposits customer application; reported it to my manager, then provided detailed findings to a partnering team's manager who escalated the information to engineering, contributing to a fix that improved platform reliability.
- Built the Barclays reporting tool described above; produced measurable workflow gains based on internal report analysis.
- Selected to participate in beta testing for new AI-powered servicing tools based on strong performance and attention to detail; provided feedback that informed tool refinement.
- Researched customer account activity and deposit transactions across TSYS, Salesforce, and Citrix to resolve servicing issues with full traceability.
- Promoted to the Deposits team based on performance and technical aptitude; returned to Core Care after Deposits department restructuring.
- Received external Partner Recognition from Gap/Old Navy (October 2022) for exceptional service, accuracy, and professionalism.

**Founder** — Gold Code LLC, Wilmington, DE

*Jun 2025 – Dec 2025*

- Founded and operated a freelance design studio delivering branded digital properties for client businesses including Healing Hands School of Massage & Spa.
- Led end-to-end project work — discovery, information architecture, design system, and delivery — using Wix as the build platform.

**Office Manager** — Modern Dental Laboratory, Wilmington, DE

*Mar 2019 – Aug 2019*

- Built a Microsoft Access database to organize and track doctor information, streamlining data management across sales and shipping operations.
- Designed a print-based ordering campaign that addressed recurring supply-request issues, reducing inbound support calls and improving order accuracy.

**Customer Care Associate** — Project Management Institute, Newtown Square, PA

*Feb 2018 – Dec 2018*

- Top-performing agent on a 35-person team, maintaining 100% five-star customer satisfaction reviews.

## EDUCATION

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**Bachelor of Science, Computer Science (AI Concentration), with Honors**

*Jun 2024*

Wilmington University, New Castle, DE | GPA: 3.6

*Relevant Coursework: Data Structures, Algorithms, Machine Learning, Databases, Web Design*

**Associate of Arts, Business Administration**

*May 2022*

Pennsylvania State University, State College, PA

### Continuing Education

Web Development Bootcamp — Dr. Angela Yu (App Brewery) • Scrimba — Front-End Development & JavaScript • Google UX Design • Harvard Extension