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# DEVON TROEDEL

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## SKILLS

- ❑ Customer Service
- ❑ Problem Solving
- ❑ Logical Thinking
- ❑ Written and Verbal Communication
- ❑ Teamwork
- ❑ MERN Stack
- ❑ Object Oriented Design
- ❑ Abstraction

## EXPERIENCE

### **Walmart, Bentonville AR** – *Resolution Specialist II – Academies*

JULY 2017 – PRESENT

- Exhibits stellar customer service and professionalism
- Created all processes, SOPs, and apps/macros for new position
- Trained associates to use custom web applications to expedite processes
- Refined processes using web development technologies, MS Office, VBA

### **Walmart, Bentonville AR** – *Imports Reconciliation Coordinator*

JUNE 2016 – JULY 2017

- Reconciled reports from across North America for Walmart Corporate
- Redesigned all processes to streamline, took advantage of Excel and VBA
- Refined position to four hour process, provided dependable information

### **Arkansas Tech University, Russellville** – *Resident Assistant*

JULY 2010 – MAY 2011

- Cooperated, integrated projects, with coworkers across campus
- Provided services as needed, requested, to all customers
- Set example for coworkers, students, as responsible, hard working, dependable, leader

## EDUCATION

### **Arkansas Tech University, Russellville** – *Bachelors of Science in Mathematics*

AUGUST 2009 – MAY 2014

I completed my degree in Mathematics with extra courses in Computer Science. While attending ATU I tutored students and classes in college math courses, I was the treasurer of the Math Club where we hosted campus wide test prep sessions, the president of my residence hall government, and a resident assistant.