

Thomas Argent

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Summary

Full Stack Web Developer with a background in education and experienced in large scale business data analytics and distribution. Able to communicate clearly and collaborate with teams as well as working individually to provide products to meet international corporate business intelligence needs. Rapidly learns and becomes proficient in new technologies to meet ever changing business needs. Excels in fast paced, unpredictable environments and has on multiple occasions produced fast and effective solutions to solve unexpected mission critical problems.

Technical Skills

Languages:

- HTML
- CSS
- Javascript
- MYSQL
- Some experience with Ruby on Rails.

Technologies:

- Redshift Databases
- API, Express, Node.js, JQuery, Sequelize, Handlebars, Git, Bootstrap, Materialize
- Advanced Excel experience
- Luminoso text analytics

Employment History

AMAZON.COM LLC

11/2014 to present

Business Intelligence Data Analyst

- Web development for multiple internal corporate teams, including a fully deployed application to provide users with access to information on upcoming training sessions and sorting/accessing previously recorded sessions and their related resources and materials.
- Creation of multiple automated reports detailing various aspects of training program efficacy on a national scale.
- Supervised data collection and analysis of multiple pilot programs, assisting in decreasing time and costs required to train new employees.

- Utilized machine learning text analytics to track trends in thousands of longform survey responses to highlight pain-points in employee onboarding process.

Learning & Talent Development Coordinator

- Created documentation, training materials, and videos for multiple projects
- Remotely facilitating coordination between multiple separate Amazon teams such as Onboarding, Learning Ops, and NSS to work towards program goals
- Managed content for multiple wikis
- Assisted with testing and piloting of multiple new training tools
- Utilized graphic design skills and face-tracking technology to create a real-time animated version of corporate mascot for use in training videos.

Customer Service

- Assisted with on-boarding and training new-hires into the Concession Abuse Prevention OU resulting in one of the consistently highest performing teams in VCS CAP
- Pilot tester of multiple customer new service tools
- Specialist support: Concierge, Business to Business, Special Handling, Repeat Contact Reduction, and Concessions Abuse Prevention.
- Customer support for Amazon.com and Amazon.ca

Education

North Carolina State University

Raleigh, NC

Graduated May 2012

Bachelor of Arts – English Education

UNC Charlotte

Charlotte, NC

Graduating April 2020

Fullstack Web Development

Bootcamp

References

Tracy Aiken

Amazon.com Sr. Manager, NA L&TD, Ops HR-Learning & Leadership (1254)

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