



**Email:** Arlayshaosborn@gmail.com **Portfolio:** Arlayshaosborn.com

## Experience

### **Skilled KC Technical Institute (Kansas City, MO.) 2020-2021**

#### **Software Development Certificate- completion Feb 2021**

- The Software Development program was an intensive full-time, five-month training, including lecture, group projects, individual assignments, and testing.
- Object-Oriented Programming(OOP), Basic coding literacy
- Coursework in Intro to Web Development, HTML5/CSS, Vanilla JavaScript, REST APIs, and Backend Engineering.
- Developed full-stack web applications individually and in teams.
- Worked in an agile team environment in multiple roles.
- Created requirements documents and translated them into project management workflows.
  - Trello and GitHub for version control and to collaborate with teams

#### **Tools And Technologies**

- |              |                    |                      |
|--------------|--------------------|----------------------|
| • JavaScript | • MongoDB/Mongoose | • Visual Studio Code |
| • Node.js    | • HTML5            | • Git/GitHub,        |
| • Express.js | • CSS3             | • Bootstrap          |

### **Freelance Design 2016-present**

- Creating and selling custom marketing material for small business owners, primarily in the work from home call center business.
- Provided Logos and Brand color packaging if requested
- For most of the material, I created the ad text for my customers as well.
- Created social media profile pictures to give a professional look for business pages, Business page cover photos, job ads, and custom social media graphics.
- Recommended and consulted with clients on the most appropriate graphic design.

### **Sprint Corporation (Overland Park, KS.) 2018-2020**

#### **Law Enforcement Surveillance Technician**

- Provided legal compliance in the area of electronic surveillance for Sprint in a call center environment.
- Provided services for the Law Enforcement Agency (LEA) hotline, which is utilized by law enforcement agencies regarding emergencies involving 911, exigent assistance, and court-ordered surveillance requests.
- Analyzed law enforcement-generated court orders to determine completeness, assess validity, and determine the nature and scope of the request.
- Assisted in the remote implementation and maintenance of court-ordered electronic surveillance (i. e., wiretap, pen-register, and trap and trace), handset location tracking, as well as various customer requests through law enforcement.

### **AMO Professional Solutions LLC (Kansas City, MO.) 2016-2018**

#### **Owner**

- Operated a virtual call center with over 150 enrolled independent contractors
- Recruited and provided Customer Service Professionals to perform inbound customer service and technical assistance for various clients in work from home environment as independent contractors.
- Assisted Customer Service Professionals with meeting metrics and various client requirements.
- Provided payroll, invoicing, contracts, and technical support.
- Updated contractors of new opportunities as they arise and assist with enrollment and admission into client opportunities.

### **Alliance Data (Lenexa, KS.) 2014-2016**

#### **Customer Service Specialist-Remote**

- All customer care advocate responsibilities for retail and also co-brand credit accounts
- Resolve escalated calls and assist other associates with training calls
- Authorize higher limit fee credits and reward points
- Navigate between multiple systems and monitors to service accounts

#### **Customer Care Advocate**

- Navigate customers through the website and online payments
- Provide technical support for customers setting up online account access
- Meet an established monthly goal based on percentage of sales, productivity and call quality

### **US Bank (Overland Park, KS.) 2013-2014**

#### **Customer Service Advisor**

- Meet monthly sales goals while providing high-level customer service
- Assist with credit card activation, security closures, billing disputes, and account updates.

- Floor coaching new hires for call quality and handle time best practices
- Provide technical support for customers setting up online account access

### **Citigroup (Kansas City, MO.) 2006-2013**

#### **Team Lead/Student Loans**

- Handle escalated calls from customers, and training calls from representatives with account, or process questions.
- Key schedule updates, track exceptions, monitor real-time adherence, and contact representatives out of adherence
- Support classroom, and individual training for new hire classes.
- Resolve problems that require investigation or research.
- Compile feedback for knowledge base website updates.

#### **Live Chat operator/Student Loans**

- Member of the first pilot team of associates to provide the chat application option to Citi customers.
- Use Live Person software to provide technical support and application assistance to customers using online instant messaging/ Assist with online account access, setup, and web navigation

#### **High-Value Sales Associate/Credit Cards**

- Responsible for selling and servicing financial products to bankcard clients, as a member of the Service, Travel, and Affluent Market Sales team

### **Education**

- Southeast High School (Kansas City, MO.), **High school Diploma 2001**
- Missouri Western State University (St. Joseph, MO.)
- Metropolitan Community College (Kansas City, MO)
- Skilled KC Technical Institute (Kansas City, MO.) 2020-2021  
-**Certificate in Software Development 2021**