Austin Thornley

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SUMMARY

Front-End Web Developer with experience using HTML, CSS, and JavaScript to make modern, responsive websites, and a passion for learning something new every single day. Works well both independently and as part of a team. Always ready for a challenge, and always learning.

SKILLS

Skills: HTML, CSS, Javascript, PHP, MySQL, Git, Bootstrap 4, Figma

Familiar with: Windows, Mac OS, Linux, Word, Excel, Terminal

EXPERIENCE

Front End Web Developer
LocalLogan   **September 2021 – Present, Logan, UT**
· LocalLogan.com
· Website where people in Logan, Utah and surrounding area can go to see various local activities, restaurants, or date ideas!
· Worked mainly with HTML5, CSS3, and Javascript
· Worked with a small team of developers to build a modern website
· Used Bootstrap 4 to build layout of web page and style components
· Responsible for design, code, and deployment of elements
· Used collaborative tools such as GitHub for code, and Slack for communication

Customer Loyalty
Vivint Smart Home   **May 2019 – Present, Logan, UT**
· Customer Auxiliary Auditor – Audited 150+ customer cancellations a day, provided team members with realtime support
· Customer Loyalty Supervisor– Ran a team of 20+ agents on the call floor, worked with Performance Specialist to drive revenue for the company and coach agents, implemented better ways to handle customer escalations, balanced time to coach agents while also ensuring the call queue was not neglected
· Customer Loyalty Performance Specialist– Assisted in running a team of 20+ agents on a call floor. Handled customer escalations, coaching reps to drive revenue, and creating trainings for agents to improve
· Customer Loyalty Specialist – Retained customers by building rapport with them as well as building value in a product/service. Also created revenue for the company and department by upselling home security and home automation equipment

CERTIFICATIONS

Modern Responsive HTML/CSS Website Building
Udemy · 2021
Finished Jonas Schmedtmann's Udemy Course on HTML/CSS, I learned semantic HTML5, CSS, flexbox, grid, CSS box model, positioning, responsive design, web design frameworks, color theory, reading documentation, and planning, sketching, designing, building, testing, and optimizing a website all from scratch.

Modern Javascript
Udemy · 2021
(In Progress - Over 50% completed) Working on Jonas Schmedtmann's Javascript course. So far I have worked on DOM and event fundamentals, data structures, modern operators, and strings, functions, arrays, and OOP with Javascript. Will learn Async, Promises, AJAX, and more.