# Collin Haws - Full Stack Developer

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Dedicated and technically-skilled professional with a recent full stack development certification from the University of Utah, complemented by over 8 years of experience in customer-facing roles. Proven expertise in delivering prompt and precise technical support for B2B, ensuring high customer satisfaction. Exceptional communicator, adept at collaborating with cross-functional teams to drive optimal outcomes. Unique blend of technical proficiency and customer-centric approach positions me as a versatile asset in any forward-thinking tech environment.

## AREAS OF EXPERTISE

Product Support | Customer Service | Ticket Resolution | Customer Experience | Process Improvement
Team Training | Procedure Writing | Customer De-Escalation | Technical Troubleshooting | Communication
Customer Onboarding | Time Management | Problem Solving | Customer Relationship Management

## WORK EXPERIENCE

**Tier II Product Support Engineer** | iPipeline                              **Feb 2023 – Present**

- Maintain high customer satisfaction while supporting customers via email and phone on complex technical issues, including problems with various iPipeline products/services.
- Identify solutions to work around open issues under investigation or pending resolution.
- Respond to client requests/inquiries within the pre-determined timeframe of service level agreement.
- Document and track case histories, issues, and actionable steps taken.
- Collaborate with all levels of Support and Professional Services to appropriately escalate tickets.

**Customer Experience Agent/CX Trainer Flex Role** | Coinbase               **Jan 2022 – Jun 2022**

- Led new hire customer experience training due to achieving above-average quality assurance and First Contact Resolution (FCR) scores.
- Enabled Coinbase to scale internal agent population by 255 total FTE Agents by flexing into a training facilitating role on an as-needed basis.
- Ensured appropriate action taken on customer accounts and timely resolution of customer issues by collaborating with multiple agents across different departments.
- Met and continuously improved key KPIs, including FCR, Resolution Percentage, and time spent on after call work.

**Loan Underwriter II Union** | UFIRST Federal Credit Union                  **Jun 2020 – Jan 2022**

- Reviewed inbound auto loan applications from dealerships within the credit union's network efficiently and accurately while adhering to credit union lending policies.
- Responded promptly/accurately to dealership finance managers both over the phone and through the lending system messaging portal to help them understand the credit union's indirect lending program.
- Exceeded daily production goal of loans decisioned/audited and monitored personal lending portfolio performance.

## EDUCATION

**Full Stack Developer Bootcamp |** University of Utah                       **Oct 2023**
**General Studies Courses |** Salt Lake Community College                    **2017 – 2019**

## TECHNOLOGY PROFICIENCIES

JavaScript | HTML | CSS | Node.js | Express.js | SQL | Bootstrap | Google Suite | Salesforce | Jira | Confluence | Microsoft Office | Python | Notion | MacOS | Microsoft Windows | Slack |