

XAVIER SMITH

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FRONT END DEVELOPMENT | CUSTOMER SERVICE | ASSERTIVE LEADERSHIP

Improved customer satisfaction by generating and implementing winning ideas, demonstrating strong relationship-building skills, and exhibiting a commitment to excellence.

Full-stack front-end developer with advanced HTML and CSS skills as well as programming language knowledge. Trustworthy and recognized for a professional and upbeat demeanor, as well as the ability and willingness to act outside of core responsibilities and expertise. Pays close attention to detail, demonstrated willingness to research issues, self-directed problem-solving skills, capable of remaining calm in stressful situations. Committed to continuing to learn new languages, libraries, and skills in preparation for future trends.

- Innovative Solution
- Call Center Management
- Customer Service-Oriented
- Database management
- Technical Assessment
- Cross-Functional Leadership
- Project Management
- Team Leadership
- Computer programming
- Customer Relationship Management
- Software Troubleshooting

TECHNICAL COMPETENCIES

- **OPERATING SYSTEMS:**
Windows, Mac OS
- **SOFTWARE AND CMS:**
Microsoft Office; Word, Excel, Access, PowerPoint, Publisher, Visio; InfoPath; Outlook Configuration Database Management, Google Apps for Business; Office 365; SharePoint; Microsoft Exchange; Visual Studio
- **PROGRAMMING LANGUAGES:**
HTML, CSS, Javascript, Bootstrap, React, Node.js, Express, MongoDB, Frameworks

STRENGTH

PROBLEM-SOLVING:

Having worked in contact center/call center environments for 15+ years, I have developed the ability to manage time effectively in prioritizing activities and meet deadlines. To keep up with time, I provided high-quality leadership in the absence of the supervisor, provided virtual support and chat support of a team, and updated Supervisors on exigent issues for further treatment. I'm an empathetic person who is skilled at relating to people and understanding their needs. I understand the value of a satisfied customer, and I'm always willing to remain positive and solution-oriented.

TIME MANAGEMENT & INTERPERSONAL SKILLS:

Working in contact center/call center environments for over 15 years has given me the ability to effectively manage time in prioritizing activities and meeting deadlines. In an effort to keep up with time, I provided high-quality leadership in the absence of the supervisor, provided virtual and chat support to teams, and kept the Supervisors up to date on urgent issues that needed to be addressed. I'm an empathic person who is good at connecting with others and understanding their needs.

COMMUNICATION:

I am willing to express needs, views, and feelings clearly, confidently, and courteously. I used my succinct communication skills to gather information, making me uniquely qualified to complete my work even under difficult conditions. Problem-solving enables me to be a better communicator; I am equally at ease speaking with senior executives as I am with junior team members.

TEAMWORK:

I've always preferred to work in groups and consider my collaborative nature to be one of my strongest assets. On projects I've directed, I've done a good job of inspiring diverse team members and working alongside them to achieve project goals. In fact, over the last two years, I've increased my productivity by 10%. In previous assignments, I demonstrated the ability to work in a team-oriented environment, making it easy to collaborate with a team of designers, product managers, and back-end engineers.

EDUCATION & TRAINING

- **Full-Stack Boot Camp** - Nucamp - <http://nucamp.co>, Las Vegas, NV | 2021
- **MBA—Business Administration** - Western Governors University | 2013 - 2015
- **Bachelor of Science—Business Management** - Western Governors University | 2011 - 2013
- **Associate of Science—Computer Information Science** - Florida Technical College | 1996 – 1998

PROFESSIONAL AFFILIATIONS

- **I.T. Project + // CompTIA International**
- **French Language Specialist // Phoenix French Professionals**

WORK EXPERIENCE

ACCOLADE BIO-CLINICAL SOLUTIONS

Team Manager

2013 - Present

- Spearheaded a team of 45 CSRs, writers, editors, and French and Spanish translators while reviewing metrics and SLAs and providing career-development support, skill development, and training supervision.
- Administered quality of work checks by monitoring calls to ensure integrity, minimize errors, and track operational performance, resulting in higher company CSATs.

COMMUNICATION XCELLENCE

Team Lead

2009 –2013

- Provided monthly Quality Assurance on all a team of Customer Service Reps to ensure all aspects of the Service Excellence Program are met by analyzing trends and monthly results to determine additional training needs.
- Boosted department morale by recognizing employees' achievements and facilitating initiatives to support staff motivation and drive.