

# Zoltan Albert

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## PROJECT EXPERIENCE

**Programming and Web Portfolio** - <http://znalbert.github.io/> *Dec 2015*

- Graduated from Udacity's Front-End Nanodegree.
- Completed projects focused on a variety of front-end skills, including: unit testing, JavaScript frameworks, AJAX, object-oriented programming, responsive design, and website optimization.

**Python Games and Algorithmic Efficiency** *Dec 2015*

- Coded a series of fourteen Python games including Pong, 2048, Blackjack, and Asteroids for Coursera's Fundamentals of Computing.
- Analyzed algorithmic efficiency in graph theory with Big-O notation.
- Projects can be found on my github account: [github.com/znalbert](https://github.com/znalbert)

**Amazon.com USPS Summit** *Mar 2014*

- Presented customer service workflows to Amazon and USPS VIPs.
- Participated in summit, giving feedback on potential impacts.
- Used SQL to analyze and report on summit savings for Amazon leadership.

**Course Creation, Development, and Delivery** *2007 - 2014*

- Created and delivered courses for both the National Security Agency - Central Security Service, Hawaii and Amazon Customer Service.
- Certified Adjunct Trainer with NSA and Amazon Customer Service.

## WORK EXPERIENCE

**Amazon.com Customer Service** *Nov 2012 - May 2015*

- Roles included Seasonal Trainer, Escalated Customer Service, Business Analyst Apprentice, and Seasonal Lead.
- Co-led weeklong customer advocacy kaizen resulting in a reduction of 56,000+ customer contacts in the second half of 2014.

**United States Navy, Chinese Linguist** *Feb 2004 - Feb 2010*

- Held security clearance for Top Secret / Sensitive Compartmented Information.
- Created database to track the training program of the Hawaii Signals Intelligence Directorate's 1,300 personnel.
- Reduced delinquent aspects of training program from over 35% to under 5%.

## EDUCATION

**Udacity** - Front-End Web Developer Nanodegree *Jun 2016*

**Coursera** - Fundamentals of Computing Signature Track *Jun 2016*

**Defense Language Institute** - Mandarin Chinese, AA *Dec 2009*

## TECHNICAL SKILLS

### Computer Languages

JavaScript, Python, SQL, HTML5, CSS3

### Frameworks/Libraries

jQuery, Bootstrap, Knockout.js, Jasmine

### Other

Git/Github, Linux, Mac OS X

## OTHER SKILLS

Education & Training

Public Speaking

Course Development

Customer Service

Mandarin Chinese

## AWARDS

### Joint Service

#### Commendation Medal

Awarded by the NSA for going above and beyond the job of a Naval Linguist.

### Quarterly Top Performer

Awarded Quarterly Top Performer three times by Amazon Customer Service.