

# Dwayne Bynum

Customer Service | IT Generalist |  
Freelance Frontend Developer



## Contact

- Phone: 407-951-9267
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- Location: Orlando, Florida

## Education

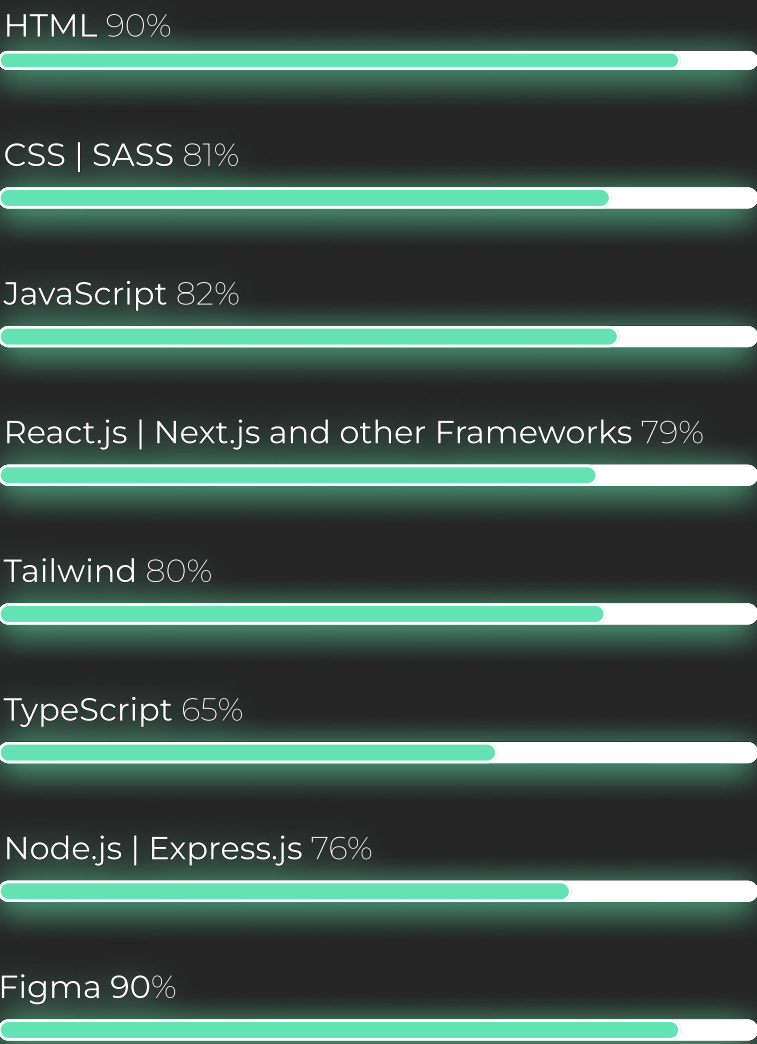
- East Stroudsburg University  
2015 - 2018
- Google IT Professional Certificate
- Google Analytics Certificate

## Website

dwaynebynumtech.com

## Technical Skills - always more to learn !

In order of acquisition  
Skill level is determined by frequency and self assessment.



## About Me

I am a motivated professional offering exceptional customer service and Technical experience. I enjoy collaboration and critical thinking to solve problems efficiently and I am confident in my professional communication with others. I demonstrate proficiency with industry technology such as MS office suite, Salesforce, and Google workspace just to name a few. In my spare time I Door-dash and procure my own freelance projects and opportunities. I am proud of my communication, adaptability, enthusiasm for teamwork and problem solving abilities. I hope to provide support and a little joy to any team I collaborate with!

## Employment History

### Shift Manager

June 2023-Current -[Abc Fine Wine and Spirits](#)-Orlando, FL

- Managed store operations as the Manager on Duty, responsible for opening and closing procedures.
- Provided exceptional customer service by greeting and assisting guests, ensuring a friendly and courteous shopping experience.
- Operated Point-of-Sale terminal accurately, handling guest transactions, cash handling, and applying discounts according to company guidelines.
- Maintained store cleanliness, organized merchandise displays, and performed other assigned tasks as part of the management team.

### Web Developer

December 2022 -January 2023 -[Listen With Kristen](#) -Bethlehem, PA

- Redesigned website for the client. I managed the project from start to finish, ensuring the website was completed within budget.
- Designed, created, and maintained web content to meet client requirements.
- Customize online marketing campaigns. Organize and manage all online marketing collateral.

### Freelance Frontend web developer & Door-Dasher

March 2020 -May 2022 -[via upwork](#)-Bethlehem, PA

#### 215 MARKETING

- Managed updates and edits to business websites on WordPress, ensuring all changes were completed on time.

#### Modular ink

- Successfully integrated Mailchimp API with React frontend, enabling seamless email campaign management.
- Successfully configured sanity.io as a CMS for the company blog, resulting in increased productivity.

#### Creative Worshiper Ministries

- Redesigned E-commerce website to match updated branding using Wordpress.
- Configured WooCommerce store, Updated product descriptions, and images

### Sales Development Representative

June 2019 -January 2020 -[Prophet Logic](#)- Allentown, PA

- Collaborated with technology and manufacturing companies as a Sales Development Representative (SDR) to enhance their sales pipelines.
- Partnered with leading firms such as Think|Stack, Apps Associates, and ESPI to drive sales campaigns focused on Fin-tech optimization, Cloud migrations, and operational system solutions.

### Shift Manager

April 2018- May 2019 -[Arby's](#)-Stroudsburg, PA

- Oversaw and coordinated daily tasks for team members, managing both day and night shifts effectively.
- Conducted regular daily and weekly inventory checks to ensure accurate stock levels and efficient operations.
- Facilitated mediation and disciplinary write-ups as needed to maintain a harmonious and productive work environment.
- Maintained effective communication with district managers, inspectors, and suppliers, conducting weekly updates and ensuring smooth operations and supply chain management.

### Resident Advisor | Diversity Dialogue Facilitator

August 2016- May 2018 - [Stroudsburg](#), PA

- Provided oversight and guidance to resident students within the residential halls, maintaining adherence to established policies.
- Maintained a consistent on-call presence, ensuring immediate responsiveness to any arising concerns.
- Fostered collaborative relationships with departmental leaders and faculty, facilitating the establishment of a secure platform for open discourse on campus and community matters.
- Demonstrated effective public speaking skills while orchestrating and participating in various events, coupled with proactive engagement initiatives targeted at the neighboring community.