

Dwayne Laughlin

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Github: <https://github.com/DwayneLaughlin>

Portfolio: <https://laughlinportfolio.herokuapp.com/>

Adaptable tech professional with experience in online retail. Experience with order management systems, team leadership, and verbal and written communications.

Technical Skills: HTML, CSS, Bootstrap, NodeJS, Javascript, Handlebars, ReactJS, MySQL, MongoDB

Projects

Custom Framing App - <https://custom-studio-frames-2020.herokuapp.com/>

Github: <https://github.com/evwhite2/CustomFramingApp2>

- Application that allows users to design a custom picture frame and get a quote for it's cost.
- Contributed to authentication system and layout design.
- Utilizes MongoDB, Express, and React

Experience

September 2017 - PRESENT

Mbira Technologies, Chicago IL - *Accounts Team Lead*

- Leading a team of 25 people and delegating daily tasks.
- Handling escalated customer service situations.
- Implementing creative problem solving to complete accounting tasks and maximize collections efforts.

May 2013 - September 2017

Mbira Technologies, Chicago IL - *Call Center Representative*

- Taking incoming phone calls and emails related to sales, customer service, and collections.
- Making outbound calls to alert customers of their past due status.
- Processing and analyzing payments, delay requests, refunds, and credits on customer accounts.

Education

Northwestern University Coding Bootcamp, Chicago IL - *Certification*

- A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS
- Completion Date: March 2020

Loyola University Chicago, Chicago IL - *BA in Music*