

Hello

I'm Dwayne Laughlin

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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.

May 2011 - May 2015

Dorolyn Music Academy, Oak Park IL – *Piano Instructor*

- Teaching adults and children ages 3 & up the fundamentals of piano performance and music theory.
- Working with parents to create plans to ensure student success.
- Preparing students to perform in public recitals.

Education

September 2019 - Present

Northwestern University Coding Bootcamp, Chicago IL – *Certification*

- Full Stack Web Development bootcamp including HTML, Javascript, and MySQL
- Completion Date: March 2020

August 2007 - May 2011

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

- Recipient of 2011 award for Outstanding Senior Recital.
- Graduated with a 3.4 GPA