Dwayne Laughlin

Chicago Il, 60651

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Linkedin: https://www.linkedin.com/in/dwayne-laughlin-74982118b/
Github: https://github.com/DwayneLaughlin | Portfolio: https://laughlinportfolio.herokuapp.com/

Frontend developer with full stack capabilities.. Experience with order management systems, team leadership, and verbal and written communications.

Technical Skills: HTML, CSS, Bootstrap, NodeJS, Javascript, jQuery, ES6, Express, Sequelize, 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.
- Responsible for adding authentication system and layout design.
- Utilizes MongoDB, Express, and React

Note Taker App – https://rocky-stream-46867.herokuapp.com/
Github: https://github.com/DwayneLaughlin/note_taker

- Application that allows users to design a custom picture frame and get a quote for it's cost.
- Sole Contributor
- Utilizes Express, AJAX,

Experience
Mbira Technologies, Chicago IL   **May 2013 – PRESENT**
Accounts Team Lead (September 2017 – Present)

- 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.

Call Center Representative (May 2013–September 2017)

- Taking incoming phone calls and emails related to sales, customer service, and collections.
- Making outbound calls to 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 – *Bachelor of Arts in Music*