

Dylan Casanova

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SUMMARY

A profoundly motivated, energetic and driven attitude, with a varied professional background. I find joy in helping and supporting others .

SKILLS

Technical Skills: HTML, CSS, React, JavaScript, Bootstrap, jQuery, RESTful APIs, MySQL, NodeJs, NoSQL, MongoDB, React, GitHub.

Interpersonal Skills: Creative, Friendly, Detail Oriented, Dependable, Open-minded, Persistence Bilingual.

Professional Skills: Customer service, Sales, Contact Centers, Financial Crime, Communication, Teamplayer, Flexibility, Time management.

PROJECTS

Travel-Mentor

A website built with javascript, HTML and CSS that searches for travel tips in the form of videos, books and guides.

Live app: <https://bit.ly/3f1bqAT> | Github Repo: <https://bit.ly/36YtdEy>

Employee-Tracker

A command-line application for managing the employee directory

Github Repo: <https://bit.ly/3f1sS8i> | Video demo: <https://bit.ly/2VdQCyY> |

ECommerce-Back End

An application built with Insomnia, MySQL and JavaScript that allows a client/user to update, view and add information/data to a database.

Github Repo: <https://bit.ly/371JJUd> | Video demo: <https://bit.ly/36ZNh9s>

WORK

theCOOP - **Software Engineer** (August 2021 - Present)

An early stage startup founded to help career changers accelerate their transition into the Engineering and Design fields by providing them real world experience and mentorship, building projects and working in Agile teams, and delivering on deadlines.

- Utilized full stack concepts and languages to efficiently lay out product roadmap from the development to employment.
- Followed project manager scrum sessions, utilizing JIRA to log, fix bugs and issues that occurred with daily product development

Wells Fargo - **Financial Crime Specialist** (September 2019 – February 2021)

A calling center role where primarily I handled inbound and outbound calls from internal and external customers to service matters related to debit card fraud.

- Successfully managed 40-50 inbound customer calls per day, consistently ranking among the top three out of 20+ agents on my team.
- Diligently researched customer's banking activity to make a final decision whether claim should be paid or denied.

Wells Fargo - **Teller** (February 2018 – September 2019)

Responsible for interacting with customers who want to withdraw or deposit money into their bank accounts.

- Successfully managed cash drawer containing between \$10,000 - \$50,000 at any given time by providing undivided attention to customer's request.
- Purposefully provide excellent customer service by engaging in meaningful dialogue to identify potential banking needs.
- Collaborated with team members who take pride in performing well and enjoy helping others to create a healthy, safe and enjoyable work environment

Wells Fargo - **Personal Banker** (August 2017 – February 2018)

A finance professional responsible for helping fulfill the banking needs of my clients and connect them with account services

- Effectively asked meaningful questions to understand what is important to the customer and be able to recommend or suggest products/services that will benefit the customer.
- Helped between 15-20 customers in a diligent manner to ensure they have the financial knowledge necessary to manage their monetary assets effectively on a daily basis.

EDUCATION

The University of Texas at Austin
Certificate in Full Stack Web Development

2021

Texas A&M University-San Antonio
Bachelor's degree of Science in Psychology

2018 – Present