

Dylan Casanova

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Portfolio: <https://bit.ly/37352EQ>

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.

APPLICATIONS BUILT:

Travel-Mentor

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

- A website that searches for travel tips in the form of videos, books and guides
- Built with JavaScript, HTML and CSS

Employee-Tracker

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

- Command line application for employee tracking
- Built with MySQL and JavaScript

ECommerce-Back End

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

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

EMPLOYMENT HISTORY

Software Engineer

August 2021 - Present

theCOOP

- 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

Financial Crime Specialist

September 2019 – February 2021

Wells Fargo, San Antonio, TX

Job Duties/accomplishments

- Effectively investigate transactions flagged as fraudulent by utilizing available resources and reaching out to managers or colleagues when needed.
- 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.

Teller

February 2018 – September 2019

Wells Fargo, San Antonio, TX

Job Duties/accomplishments

- 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.
- Effectively helped resolve customer banking concerns and vigorously followed policy and procedures put in place to minimize errors and reduce fraud.
- Collaborated with team members who take pride in performing well and enjoy helping others to create a healthy, safe and enjoyable work environment

Personal Banker

August 2017 – February 2018

Wells Fargo, San Antonio, TX

Job Duties/accomplishments

- Enthusiastically built relationships with customers by getting to know the customer's financial situation and goals.
- 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

2021

Certificate in Full Stack Web Development

Texas A&M University-San Antonio

2018 – Present

Bachelor's degree of Science in Psychology