

# DYLAN CASABONA

Morrison, CO

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[LinkedIn](#) | [Portfolio](#)(In Progress)

## SUMMARY

Recently certified/graduated full stack software developer, with excellent prior experience in customer service. Trained at Denver University coding boot camp and earned a certificate in full-stack web development. Dedicated to having an excellent work ethic, and doing the best work correctly and efficiently.

## TECHNICAL SKILLS

Group Technical skills into categories without bullet points or tables. See sample categories.

**Softwares/Platforms:**

**Software Languages:**

## PROJECTS

**Project Name** | **Link to GitHub** | **Link to Deployed Project** [always write out link address]

- Short summary of project (1-2 lines)
- Your core responsibilities in project (1-2 lines)
- Tools / languages used

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## MOST RELEVANT EXPERIENCE

**Customer Account Advisor**

Oct 2021 – Sep 2022

**Consumer Cellular**

Phx, AZ

Handle 50+ calls a day, working with existing and potential customers in regards to a variety of issues; Such as billing inquiries, general account questions, and technical troubleshooting of users' cell phones.

Key Accomplishments:

- Consistently held among the highest VOC(Voice of the Customer) rating in our center
- A number of my call recordings were to be used in our training programs for new teammates
- Occasionally a training mentor for new teammates

**Assistant Manager**

Mar 2019 – Oct 2021

**Planet Fitness**

Phx, AZ

For much of my time as Assistant Manager, I was also considered “Acting Manager” as our district recovered from post covid closures; I would manage a single club with little supervision from direct Club Manager, including the interviewing, hiring, and training of new team members, as well as handle delegation of tasks throughout the day and night, and lastly handle many reports including maintenance, inventory, and gym member complaints and issues.

Key Accomplishments:

- Post covid closures, I moved to a location without a manager to be the acting manager and quickly returned staffing rate to reliable hours. Brought the gym member average satisfaction rating on Listen360 from 50-60, up to 80+ by performing personal follow up on member reviews.

## EDUCATION

**Full Stack Software Development Certificate:** Denver University, Denver, CO

Oct 2022 - Apr 2023

A 6 month program focused on gaining skills in many aspects of software development, including front end HTML, CSS, and Javascript as well as backend server development with MERN stack technologies.

**High School Diploma:** Deer Valley HS, Phx, AZ

Aug 2014 – Dec 2016

## ADDITIONAL EXPERIENCE

**Title of your role as an Intern/Volunteer/Assistant/Employee**

Year – Year

**Company Name**

City, ST

Add a brief description here of your responsibilities; utilize transferable skills (e.g. communication, critical thinking) to correlate with the role of interest. Use past or present verbs to begin sentences (be consistent with verb tense for each role)

Key Accomplishments:

- If applicable, bullet-point 2-4 key value-adds, quantifiable achievements or metrics, or recognitions, i.e., awards, nominations, special assignments, leadership, praise, etc.