

ERIC MALPASS

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Github: <https://github.com/EricMalpass> [linkedin.com/in/eric-malpass](https://www.linkedin.com/in/eric-malpass)
Portfolio: <https://ericmalpass.github.io/React-Portfolio/>

Summary

Hold extensive expertise in course planning, student/colleague engagement, and performance benchmarking. Collaborate effectively with colleagues to achieve goals set for both the team and individuals. **Core competencies include:**

- Collaboration
- Professionalism
- Complaint Resolution
- Written Communication
- Problem Solving
- Customer Focused
- Oral Communication
- Lesson Planning
- Information Seeking

Technical Summary

Languages/Applications: Html5, CSS, Javascript, API, Node, Express, Sequelize, MySQL, MongoDB, Bootstrap, React

PROFESSIONAL EXPERIENCE

BOOKING.COM | Bellevue, WA 2016-2020

Senior Customer Service Specialist

Supported Customer Service Specialists by providing helpful information, answering questions, and responding to complaints. Ensured agents provided clients satisfaction with products, services, and features.

- Led Customer Service Specialists and provided support for policy questions and procedural problems.
- Handled difficult cases that required a more detailed review.
- Approved higher payouts for Customer Service Specialists to provide to clients.

XEROX | Redmond, WA 2015-2016

Customer Service Representative

Attracted potential customers by answering product and service questions and suggesting information about other products and services. Processed orders, prepared correspondences and fulfilled customer needs to ensure customer satisfaction.

- Assisted customers with Google products, including Apps, music, movies, books, newsstand, and other digital content.

WAVE BROADBAND | Kirkland, WA 2012-2015

Business Support Team Representative

Established and maintained professional and positive relationships with customers on behalf of Wave Broadband and ensured issues were addressed consistently with company policies and practices.

- Set up and managed Internet, cable, television, and phone needs for small businesses.
- Initiated site surveys for new service, and answered ongoing service and billing questions.

E BO YOUNG TALKING CLUB | Busan, Korea 2010-2011

Teacher

Prepared lesson plans and educated students. Assigned homework, graded tests, and documented progress.

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- Taught English grammar and reading to younger students and conversational English and debate to older students.
- Managed classrooms with students ranged from elementary to middle school aged students.

COREM LANGUAGE INSTITUTE | Yangsan, Korea
Teacher

2009-2010

Instructed students in an elementary school from grades K-8. Created lesson plans, administered praise and constructive criticism, instructed students on English, grammar, and conversational skills. Created a well-rounded, comprehensive instructional program.

- Taught three different levels of English immersion kindergarten

EDUCATION & TRAINING

Certificate Full Stack Web development, University of Washington, Seattle . WA

Bachelor of Arts in International Business, Western Washington University, Bellingham, WA

International Management Studies, Vrije Universiteit Brussel, Brussels, Belgium