



Shawn Mclymont

Aspiring Email Developer

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github.com/Genesis12000

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"Without ambition one starts nothing. Without work one finishes nothing. The prize will not be sent to you. You have to win it." Ralph Waldo Emerson

EDUCATION

- High School Graduate**
Boyd H. Anderson
08/2008 - 06/2012
Lauderdale Lakes, FL

WORK EXPERIENCE

- Tech Support Specialist/ Select Service Advisor**
First Data
09/2016 - 05/2020
Coral Springs, FL
 - Achievements/Tasks**
 - Analyzes and monitors the Client's processing environment to identify and implement solutions that create operational efficiency and/or cost savings while working with collections for retention and offer disaster relief options to business processing accounts.
 - Acts as consultant to help achieve optimum sales, new account productivity, profit, and goals. Provides ongoing relationship development through proactive efforts, including outbound calls to clients, in order to increase revenue retention.
 - Creates and maintains accurate and up to date Client profiles to include contract information, communication logs, and product matrix.
- Customer Care Specialist**
Mobile Help
07/2020 - Present
Boca Raton, FL
 - Achievements/Tasks**
 - Receives inbound customer calls and reviews placed orders by collecting and verifying information.
 - Resolve customers' service or billing complaints by performing activities such as initiating exchange of merchandise, refunds, or adjustments.
 - Maintain superior knowledge of MobileHelp products, services, shipping and billing practices to ensure that information communicated to the customer is accurate and complete

SKILLS

- HTML 5
- CSS 3
- Javascript
- Salesforce
- Google Analytics
- Facebook & Google Ads
- Mailchimp
- Bootstrap 4
- SQL
- Photoshop
- Jquery
- Visual Studio Code
- Microsoft Dynamics
- Wordpress
- Shopify
- Microsoft Office/Excell/Powerpoint

PERSONAL PROJECTS

- HTML Emails/Landing Page
 - View my projects at
 - <https://genesis12000.github.io/Email-Portfolio/#>

INTERESTS

- Exercising
- Automotive
- Building Websites
- Learning New Programming Languages
- Family-Oriented
- Building Relations
- Video Games
- Coding