



# Shawn Mclymont

Aspiring HTML Email Developer

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github.com/Genesis12000

Shawn Mclymont

"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

### Clover Tech Specialist

First Data

09/2016 – 04/2019

Coral Springs, FL

#### Achievements/Tasks

- \*Respond to inbound calls related to application, IT hardware and software products (to include POS terminals) or related inquiries.
- \*Diagnoses and resolves problems using documented procedures and checklists
- \*Gather customer information, access and fulfill customer needs, educate the customer where applicable to prevent the need for future contacts and document interactions through contact tracking.
- \*Evaluate and identify opportunities to drive process improvements that positively impact the customers experience.
- \*Be afforded multiple cross-training opportunities to ensure we stay fluent with the ever changing needs of the business

### Select Service Advisor

FIRST DATA

04/2019 – Present

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.
- 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.

## SKILLS

HTML 5

CSS 3

Javascript

Bootstrap 4

SQL

Visual Studio Code

Photoshop

Salesforce

Python

Microsoft Dynamics

Excellent Communication

Microsoft Office/Excell/Powerpoint

Team-Player

Self-Starter

## PERSONAL PROJECTS

HTML Emails/Landing Page

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

## LANGUAGES

English



## INTERESTS

Exercising

Japanese Culture

Automotive

Building Websites

Learning New Programming Languages

Family-Oriented

Building Relations

Video Games

Coding