



# 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/#>

Project Name

## LANGUAGES

English

## INTERESTS

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