

# Geoffrey Kelly

Apex, North Carolina | 984-297-3566  
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## Summary

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Web Developer and problem solver. Devoted to helping find quality solutions that make the world a better place. 1 year of experience working on Web platforms including HTML, CSS, JS, Python and React.

Portfolio Website: [www.GeoffreyKelly.dev](http://www.GeoffreyKelly.dev)

GitHub: [@GeoffKellyNC](https://github.com/GeoffKellyNC)

## Experience

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### **Epic Games/Apex Systems | North Carolina, Cary** **Trust and Safety Analyst | 06/2021 - 01/2022**

- Analyzed and reviewed user created content using internally developed applications, and client tools, making sure everything was in conjunction with the client policies.
- Worked with exceptional attention to detail and delivered optimal quality and productivity levels through data analysis, ultimately performing in the top 5% of cohort. Maintaining an accuracy of 99%.
- Worked with platform engineers and developers to improve the process and workflows.
- Responsible for reviewing and processing inquiries of an urgent or potentially sensitive nature to ensure online safety. Including corresponding with LEA.
- Point of contact and part of the training process while being shadowed by new agents and development teams. Participated on the beta test for new tools.
- Worked with departments across the company, including marketing and project management, in developing new ideas, initiatives, products, and services

### **Geek Squad | North Carolina, Charlotte** **Advanced Repair Agent | 02/2016 - 06/2021**

- Responsible for software and hardware repair/diagnosis of up to 20 unique client units at peak.
- Securely and efficiently back up client data and perform data restoration onto repaired units.
- Lead a team to accomplish goals of reducing turn time, call length, and increasing overall client satisfaction.
- Managed the work of 12+ employees, increasing crew efficiency by 70%
- Executed company policies, procedures, and safety standards to ensure the proper cleanliness and safety of the office and equipment
- Provided customer service and was involved in training 2 new team members each month

### **Southwood Psychiatric Hospital | Pennsylvania, Pittsburgh** **Juvenile Mental Health Technician | 03/2015 - 03/2016**

- Monitor patients' physical and emotional well-being and report unusual behavior or physical ailments to medical staff.
- Observe and influence patients' behavior, communicating and interacting with them and teaching, counseling, or befriending them.
- Encourage patients to develop work skills and to participate in social, recreational, or other therapeutic activities that enhance interpersonal skills or develop social relationships.
- Collaborate with or assist doctors, psychologists, or rehabilitation therapists in working with mentally ill, emotionally disturbed, or developmentally disabled patients to treat, rehabilitate, and return patients to the community.
- Restrain violent, potentially violent, or suicidal patients by verbal or physical means as required.
- Attended training with complex interventions, such as medication management, and weekly meetings with a supervisor to ensure progress and compliance
- Assessed and provided treatment to patients with anxiety, depression, bipolar disorder, and schizophrenia
- Maintained a database that tracked vulnerabilities by risk, mitigation plan, and remediation.

## Skills

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Javascript, React.js, Node.js, CSS3, HTML5, Python, GIT, GitHub, Microsoft office, Management Experience, Hardware Repair, Sales, SQL, APIS

## Education

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**BloomTech | Raleigh, NC**

**Full Stack Web Development | 12/2022**

**University of North Carolina at Charlotte | Charlotte, North Carolina**

**Computer Science**

T.T.S Completed Some Computer Science Courses.