McGrady Charles

Grady407@Gmail.com ♦ 407-535-0232 ♦ Orlando, FL
https://www.linkedin.com/in/mcgradycharles/♦https://github.com/Grady407♦ https://grady407.github.io/portfolio2018/

Junior web developer capable of front end creations integrated with back end databases that enhance the user experience.

TECHNICAL SKILLS
HTML, CSS, JavaScript, jQuery, Github, MongoDB, Bootstrap, Node.js, Express, React.js.

APPLICATIONS BUILT
Krystal Kollector - A game based on math skills
-HTML, CSS, JavaScript, JQuery   https://grady407.github.io/week-4-game/

Trivia Game - An anime triva game based on Dragonball Z
-HTML, CSS, JavaScript, JQuery   https://grady407.github.io/TriviaGame/

Veggie-Vegan Meals - A website intended for sharing healthy recipes
-HTML, CSS, React.js, JSX, MVC, Node.js, Express, MongoDB https://powerful-everglades-31496.herokuapp.com/

EDUCATION
University of Central Florida – Continuing Education   2018
   UCF Coding Bootcamp – Certificate of Completion

University of Central Florida   Orlando, FL   2011
   Bachelor of Science, Marketing – Business Administration

Valencia Community College   Orlando, FL   2008
   Associate in Arts, Business Administration

EXPERIENCE
Tourico Holidays   Altamonte Springs, FL   2015 - Current
  Reservation Administration Agent
- Contact hotel suppliers via outbound calls to reconfirm and process reservations
- Answer inbound calls to assist suppliers with extranet, reservations, and invoices
- Negotiate with hotel suppliers in oversold situations
- Respond to supplier email inquiries regarding various contract and reservation issues

Laboratory Corporation of America   Winter Park, FL   2014 – 2015
  Specimen Processor
- Prepare laboratory specimens for analysis, testing, and storage
- Data entry of test codes with accurate patient and doctor information

CenturyLink   Altamonte Springs, FL   2013 – 2014
  Internet Helpdesk Agent (Contractor)
- Provide over-the-phone technical support for internet, video and voice customers
- Accurately identify issues and provide resolution for email, security software, high speed internet and home phone connectivity issues, wireless support, and customer education

Convergys   Lake Mary, FL   2012
  Apple Advisor
- Provide technical support for the iPhone, iPad, and iPod Touch
- Troubleshoot issues with apple software on Windows and Mac OSX platforms
- Answer questions about apple related matters