

Haylee Lovelady

Advanced Support Consultant & Configuration Specialist

Skilled technical support consultant and configuration specialist who completed the Full Stack Flex Coding Bootcamp at the University of Texas at Austin looking to pivot career into front-end development. Looking to combine existing skills set in project management, consulting, and communication with new technical skills in order to best support the organization for which applying to work.

Contact

Address

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Phone

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E-mail

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WWW

<https://github.com/HLovelady>

LinkedIn

<https://www.linkedin.com/in/haylee-lovelady/>

Skills

Javascript

HTML5

CSS and Bootstrap Framework

React

Node.JS

Express.JS

Work History

**2022-04 -
Current**

Advanced Support Consultant/Configuration Specialist

Bonterra Tech, Austin, United States

- Displayed highest level of communication and analytical skills by consulting with clients as well as providing strategic solutions to their key business challenges.
- Re-engineered existing computer systems to promote ease-of-use and improve system security.
- Utilized SQL to create custom queries for more dynamic solutions.
- Troubleshoot incidents reported by end-users to resolve system changes and identify permanent solutions.
- Built client reporting to meet grant funding requirements and timelines
- Managed 49 support projects/clients by completing system customizations, consulting towards best results, and meeting virtually on bi-weekly basis to re-evaluate their product needs

**2021-08 -
2022-04**

Inside Sales Representative

Bonterra Tech, Austin, United States

SAP Software

Client Relations

Problem-Solving

Collaboration

Salesforce

MS Office Suite

Project Management

Consulting

Git and Github

Responsive Web Design

- Cultivated strong relationships with organizations to help determine their needs and work to find solutions to their organizational problems with software solutions offered
- Consulted prospective clients on SAAS product suite to meet budget and functionality needs
- Collaborated cross-functionally with Account Management team and Solution Design team to negotiate and close deals with best terms for both parties.
- Generated over \$155,000 in quarterly pipeline revenue

**2020-01 -
2021-08**

Sales & Design Consultant

Porcelanosa, King of Prussia, PA

- Acted as liaison between client, production team, and delivery companies to ensure projects were on time and executed with accuracy
- Prepared original and relevant options for clients suitable to individual requirements.
- Stayed current on company offerings and industry trends.
- Reviewed project requirements to plan workflows and evaluate client time and budget constraints.
- Consistently managed up to 20 different projects at one time.
- Exceeded second year revenue goal of \$600,000 by end of Q2

**2019-07 -
2019-12**

Sales & Design Consultant

Closet Factory, Mount Laurel, NJ

- Developed design deliverables that elevated client's space and met or exceeded functionality needs.

- Met with over 10 customers per week to discuss design vision and individual needs.
- Acted as liaison between client and production team.
- Consistently managed 16-30 different projects at one time.
- Maintained 55-65% close ratio each month on new business

**2017-07 -
2019-06**

Project Manager and Interiors Coordinator

McCollum Studio Architects

- Understood each client's vision and goals for their project and consult on design solutions that align with their long-term living needs.
- Coordinate with external consultants and material providers to bring cohesive vision to life.
- Manage strategic partnerships, design process, and clients to ensure that projects are completed on time and within budget.



Education

2017-01

B.S: Interior Design

University of Texas - Austin

**2022-09 -
2023-03**

Certificate | Full Stack Flex Coding Bootcamp

University of Texas - Austin, TX