

Justin Hebenstreit

Summary

Full-stack web developer with backgrounds in customer service and problem resolution. Trained at Washington University St. Louis Full-Stack coding boot camp via EdX. Passionate about continuing to expand my debugging skills and grow in the field of web development..

Software/Platforms: Cisco networking and network security, VoIP

Software Languages: HTML, CSS, Bootstrap, JavaScript, TypeScript

Soft Skills: Detail-oriented, problem-solver, self-motivated, curious, customer service, analytical

Professional Experience

Challenge Unlimited Inc., Remote – *Customer Service Representative*

- Addressed various customer concerns promptly.
- Rapid response to relevant parties regarding inquiries.
- Provided detailed reports to necessary parties on complex issues when necessary.

Intellitech Inc., Remote – *Help Desk Analyst*

- Assisted employees of various law firms with various technical issues
- Used Active Directory to allow clients to be able to reset their password

Dierbergs Markets. Inc, Chesterfield, Missouri – *Courtesy/Salad Bar/Produce Clerk*

- Assisted customers in finding various items in the produce department
- Stocked and cleaned salad bar and produce department items and the back room
- Provided excellent customer service

Education

June 2024 - November 2024

Washington University St. Louis, Online/Remote – *Full-Stack Coding Boot Camp*

- Pursuing full-stack coding bootcamp focusing on front and back-end web development

Awards

- 14 Extra Step awards for excellence in Customer Service - Dierbergs Markets Inc.
- High-ranking CSR with an average of 100% on calls