

JAHMAL SPRINGFIELD

PROFILE

Ten years experienced customer focused, self motivated problem solver enthusiastically seeking to apply Front End (HTML5, CSS3, JavaScript) and React skills as a Full Stack/Software Developer.

CONTACT

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EDUCATION

Codecademy

Full Stack Developer (MERN) (Feb 2021—current)

React | JavaScript | Python | Bootstrap

SoloLearn

CSS3 Certification: 2019

Illinois State University

Bachelor of Science:

SKILLS SUMMARY

- Certification: Scrum Basics: Agile, Programming: Algorithms
- Certification: Designing RESTful API's, HTTP Training
- Certification: How to build a website: HTML5 | CSS3 | Git
- Detail oriented--quality and precision focused
- Strong interpersonal and verbal communication skills

EXPERIENCE

Property Adjuster, American Family; St. Ann, MO — 2014-2020

Conducted investigations for burglaries, thefts, jewelry losses, and property damage. Interpreted, explained policy coverage and claim process, approved or denied claims based on policy language, and negotiated settlements with policy holders. Obtained and documented detailed recorded statements. Detected fraudulent activity, and prepared detailed reports of findings for further investigation.

- Consistently recognized and rewarded annually for thorough investigation and statement detail analysis when completing claims, and was selected to train new property adjusters.
- Reached 98% quarterly/annual customer service goals by meeting deadlines, identified problems and took appropriate corrective action resulting in high customer retention.

Citizens National Bank, Personal Banker II; St. Louis, MO — 2005-2014

Developed effective working relationships with internal departments, local business owners/managers, and law enforcement agencies when arranging meetings to communicate fraudulent transaction details, sharing conclusions, and account reconciliation. Researched unauthorized transactions, analyzed and compiled details, interviewed defrauded customers, drew conclusions, and completed affidavits and reports.

- Commended bank-wide for taking the initiative in overhauling and managing the returned debit card process across six banking locations. Created, assessed, and implemented a comprehensive time and cost-efficient way for all locations to order, record, and track debit card request.
- Selected to oversee, develop, and review test results against specifications, and direct further development of a comprehensive business checking account for small business owners that ultimately resulted in better opportunities for local businesses.