

# James Hunter

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## EDUCATION

COURSERA   META   REMOTE <b>Professional Certificate - Front-End Development</b>	Jul 2022 – Present
COURSERA   GOOGLE   REMOTE <b>Professional Certificate - Data Analytics</b>	Aug 2020 – Dec 2021
NIAGARA COLLEGE   NIAGARA-ON-THE-LAKE, ON <b>Advanced Diploma - Business Administration- Accounting</b>	Sept 2017 – Jun 2021

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## EXPERIENCE

<b>SITEL GROUP   REMOTE   CAMPAIGN: AFFIRM</b>	Sept 2021 – Present
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### **Senior Customer Service Representative** (Oct 2021 – Present)

- Successfully maintaining customer service quality scores of 95% and higher while providing support to team members, resulting in a positive customer experience and increased team productivity.
- Efficiently managing and resolving upwards of 50 high priority cases per day, consistently providing a strong customer focus and ensuring that clients received timely and satisfactory support.
- Demonstrating strong teamwork and communication skills by effectively collaborating with a large team of 50 agents to coordinate the customer experience, resulting in a seamless and positive interaction for customers.
- Volunteered to assist 15 new customer service agents during the onboarding experience by serving as a mentor for phone and email certification, resulting in an impressive pass rate of 80%.
- Provided exceptional customer service to a diverse group of clients, effectively communicating technical solutions to non-technical users, and collaborating with management to resolve complex issues.

### **Inbound Customer Service Representative** (Sept 2021 – Oct 2021)

- Quickly and effectively addressed urgent customer concerns regarding account setup and account management, resulting in a 15% reduction in overall customer complaints.
- Successfully administered daily inbound and outbound customer service calls, consistently achieved first contact resolution and a positive customer experience.
- Gained proficiency in phone and email communication during onboarding, achieving certification of 90%+.

<b>CUSTOM CAPS CANADA   NIAGARA FALLS</b>	Oct 2019 – Jan 2021
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### **Accounting Clerk**(Apr 2020 – Jan 2021)

- Analyzed and revised monthly budgets with Excel to support spending and sales targets.
- Utilized QuickBooks to enter financial transactions accurately and efficiently, resulting in a 25% reduction in errors and a 15% increase in productivity.

### **Administrative Assistant** (Oct 2019 – Apr 2020)

- Efficiently dispatched daily Canada Post packages while ensuring accurate tracking information and receipts, demonstrating ability to effectively manage shipping and logistical tasks.

## **Volunteer Tax Specialist**

- Efficiently produced upwards of 50 individual income tax returns for students using UFILE tax preparation software, demonstrating strong attention to detail and proficiency with the software.

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### **RELEVANT SKILLS**

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|--------------|--------------|-------------|
| • JavaScript | • CSS        | • Node.js   |
| • React      | • Excel      | • Bootstrap |
| • HTML       | • Leadership |             |
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### **PROFESSIONAL DEVELOPMENT**

Udemy | Complete Web and Mobile Designer in 2022 UI/UX Figma +more Sept 2022

A basic introduction to design with Figma.

EdX | Harvard University | CS50's Introduction to Computer Science Jul 2022

A broad and robust understanding of computer science and programming.

FreeCodeCamp | Responsive Web Design Dec 2021

Extensive project-based certification for responsive web design.

Intuit | QuickBooks Online Advanced Certification Aug 2020 – Jun 2023

Coursera | University of Virginia | Marketing Analytics Aug 2020

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### **PROJECTS**

Personal Portfolio Aug 2022 – Present  
TypeScript, JavaScript, CSS | React.js, Tailwind CSS | Sanity.io(CMS), Framer Motion

Netflix Clone Aug 2022 – Oct 2022  
JavaScript, HTML, CSS | React.js, Tailwind CSS | Firebase, Firestore, The Movie Database API

Team Member Allocation App Jul 2022 – Sept 2022  
JavaScript, HTML, CSS | React.js

Interactive Dice Game Apr 2022 – Jun 2022  
JavaScript, HTML, CSS

Guessing Game Mar 2022 – Apr 2022  
JavaScript HTML, CSS