**James Hunter**

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**Education**

**Coursera | Meta | Remote**  Jul 2022 – Present

**Professional Certificate in Front-End Development**

**Coursera | Google | Remote** Aug 2020 – Dec 2021

**Professional Certificate in Data Analytics (6 months)**

Learn how to process and analyze data, use key analysis tools, apply R programming, and create visualizations that can inform key business decisions

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**Niagara College | Niagara-on-the-Lake, ON**Sept 2017 – Jun 2021

**Advanced Diploma in Business Administration- Accounting (3 years)**

**Experience**

**SITEL Group | Remote | Campaign: Affirm** Sept 2021 – Present

**Senior Customer Service Representative** (Oct 2021 – Present)

* Maintaining customer service quality scores of 95% and higher consistently, while providing support to team members, resulting in a positive customer experience and increased team productivity.
* 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.
* 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%.
* Providing 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)

* Addressed urgent customer concerns regarding account setup and account management, resulting in a 15% reduction in overall customer complaints.
* 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%+.

**Custom caps Canada | Niagara Falls** Oct 2019 – Jan 2021

**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)

* Dispatched daily Canada Post packages while ensuring accurate tracking information and receipts, proving ability to effectively manage shipping and logistical tasks.

**Niagara College | Niagara-on-the-Lake** Oct 2019 – Jan 2020

**Volunteer Tax Specialist**

* 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.

**Relevant Skills**

* JavaScript
* React
* HTML
* CSS
* Excel
* Leadership
* Node.js
* Bootstrap
* jQuery

**Professional Development**

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

Basic introduction to web & mobile design with Figma.

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

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

Proven proficiency in QuickBooks Online.

Coursera | University of Virginia | Marketing Analytics Aug 2020

Measure, manage and analyze marketing performance to maximize its effectiveness and optimize return on investment (ROI).

**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