



# JOHN R. FALK

## FULL-STACK WEB DEVELOPER

 717-542-3823

 jrofalk@gmail.com

 210 N Stafford Ave, Apt 27  
Richmond, VA 23220

### EDUCATION

CERTIFICATE  
WEB DEVELOPMENT  
Trilogy/  
University of Richmond  
Richmond, VA  
2019

LITERARY CRITICISM BA  
STUDIO ART MINOR  
*PAINTING*  
Millersville University  
Lancaster, PA  
2009

### KEY SKILLS

Full-Stack Web Development  
  
Javascript/jQuery  
  
HTML/CSS  
  
MongoDB/MySQL  
  
React  
  
Creative Design  
  
Project Management

### PROFESSIONAL PROFILE

I am a web developer who has recently completed a certificate in Full-Stack Web Development from Trilogy Education Services at the University of Richmond. Having roots in social work and the arts, I enjoy creating products that address real-world problems while incorporating clean and accessible design.

### RELEVANT EXPERIENCE

#### PROJECT LEADER

Benefits Data Trust / Philadelphia, PA / May 2016 – May 2018

- Managed a team of 16 caseworkers, ensured staff adhered to state and federal guidelines while assisting clients of varying backgrounds to enroll in public benefits such as Medicaid, SNAP and TANF
- Acted as liaison between state partners and the organization's North Carolina and Connecticut campaign locations, prepared briefs detailing the project's overall performance
- Developed individualized performance reports for caseworkers, identified gaps in performance and assessed where staff members could benefit from additional training procedures
- Created and utilized qualitative data to inform and guide outreach tactics, built a comprehensive strategic plan to ensure the team met project goals

#### BENEFITS QUALITY SPECIALIST

Benefits Data Trust / Philadelphia, PA / January 2015 – May 2016

- Acted as quality control for caseworkers' benefits applications submitted on the behalf of clients, spot checked documentation processed by caseworkers for critical errors
- Provided detailed, immediate verbal and written feedback for caseworkers in regards to their work, created strategies for improvement for those requiring additional training
- Developed training materials and standard operating procedures for internal document handling procedures, ensured standardization across projects

#### BENEFITS OUTREACH SPECIALIST

Benefits Data Trust / Philadelphia, PA / January 2015 – December 2015

- Conducted telephone outreach to underserved populations in Pennsylvania, South Carolina, Colorado, and Maryland, regularly acted as a case manager for between 12 to 20 clients a day
- Screened clients for eligibility for public benefits such as SNAP, LIHEAP, and Medicaid
- Applied clients for benefits utilizing state submission websites and provided guidance surrounding documentation required for admission into programs

# JOHN R. FALK

## FULL-STACK WEB DEVELOPER



717-542-3823



jrofalk@gmail.com



210 N Stafford Ave, Apt 27  
Richmond, VA 23220

### INTERESTS

Visual Art

Synthesizers

Building Musical Equipment

Field Recording

Political Theory

### OTHER EXPERIENCE

#### VAULT COORDINATOR

Hoover & Strong / Richmond, VA / May 2018 – April 2019

- Receives clients' precious metal materials, ensures that jewelry and other scrap items are directed into the correct refining departments
- Introduces clients to the company's refining process, explains Hoover & Strong's methodology, organization, packaging protocols, and pay scales for settlement
- Ascertains the weight, type, and relative quality of client material and enters itemized data into the company's custom computer software
- Facilitates the safe transfer of client material into and throughout the company and its departments

#### COFFEE PROGRAM MANAGER

Grindcore House / Philadelphia, PA / December 2011 – October 2014

- Provided counter service utilizing a touch screen register, counted shift deposits, created a variety of espresso and tea drinks to competition level standards
- Maintained a vital relationship with primary vendor Counter Culture Coffee, managed all vendor billing, acted as liaison between all suppliers and the business
- Trained and tracked the progress of employees, scheduled off site educational opportunities for staff

#### TUTOR

Literacy Council of Lancaster & Lebanon County / Lancaster, PA /  
August 2009 – September 2010

- Performed clerical duties including answering and directing both telephone calls and emails, data entry, and providing office support to the organization's volunteer coordinator
- Assisted in matching clients with tutors capable of meeting their personalized needs
- Tutored clients in American English, developed practical lesson plans for students from economically and socially vulnerable communities

### REFERENCES

AVAILABLE BY REQUEST