

Gregory L. Reeves

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Projects:

- **Portfolio Site**
 - Designed a website dedicated to showcasing different programming concepts through various projects.
- **Capstone Project**
 - Constructed and designed an application utilizing the JService API, which allowed the user to take part in a randomized quiz that tracked the users score, and reset the game on a loss.
- **Maze**
 - Created a game that explored nesting loops, allowing a user to traverse through the maze using index positioning.

Summary of Qualifications

- Extensive analytical knowledge of Javascript, HTML5, CSS3, Git, and React.JS
- Ability to demonstrate proficient manipulation of the DOM.
- Skilled with Test Driven Development(Unit Testing)
- Thorough testing and debugging skills with browser console and external tools.
- Adept knowledge of Operating systems, and computer functionality.
- Strong organizational skills with the ability to multitask in a fast-paced environment.
- 5+ years of sales experience.
- 3+ years of sales marketing.
- Conducting face to face consultations and resolving customer escalations during peak sales seasons.
- Engaging and coordinating with our retail sales team to develop best practices, and sales ethics.
- Taking ownership of projects on patterns and trends to assist in process improvement.
- Ability to self-motivate, prioritize, manage and complete multiple tasks in a timely manner with little guidance from leadership.
- Ability to analyze current system data and processes and workflow operations to look for opportunities to introduce process improvement ideas and needed implications.
- Utilized as Back-up sales lead to manage and facilitate proper sales etiquette.
- Utilized as Back-up learning Ambassador to educate and monitor employee growth.
- Extensive knowledge of Amazon Robotics Management Systems.
- Clearance to handle HAZMAT/ DAMAGED product, and decide whether to salvage or destroy.
- Ability to manage, and collaborate with others to complete projects.
- Adept at group communication consisting of intricate concepts with clarity and accuracy.

Education:

Licenses/Certifications

Kenzie Academy at Southern New Hampshire University:

- Front End Web Development

Work Experience:

Amazon Fulfillment

Amnesty Tech

July, 2019 – Current

- Supporting multi departmental labor sharing projects with identifying, developing and implementing system enhancements.
- Authorization to perform multiple out of the department projects, and tasks.
- Facilitate growth of new Amnesty Tech by managing, educating, cooperating to work on projects.
- Collaborating with the leadership team to quickly resolve workflow issues keeping production over 90%.
- Collaborate with Jill Technicians to quickly repair, or clean problems that affect workflow.

- Trained and certified in Kiva floor access procedures.
- Extensive use of Amazon Robotics Maintenance Manager & Data Bases.
- Trained in clearing jams KSAW (Kiva Semi Automatic Workstation).
- Authorized to perform light repairs to Amazon Robotic Drive Unit.

Xfinty:

Sales Representative

November, 2018 - July 2019

- Maintaining accurate Enrollment and billing for new Customer inquiries.
- Acknowledged as a subject matter expert for escalated member complaints and discrepancies.
- Implement ethical cohesive sales strategies with the team to properly engage appropriate mannerisms to increase productivity.
- Ensured compliance with applicable legislation and procedures through timely enrollment and billing.
- Continuous experience working with customers in regards to plan changes and enrollment inquiries
- Maintained functional relationships with IT Representatives in order to ensure timely resolutions for consumer escalations via IT tickets.
- Resolving Financial inconsistencies within billing system in order to correctly invoice members
- Facilitated interactions between customers and technicians to ensure proper customer service and provide proper services.

Sprint:

Sales Representative

February, 2016 – OCT, 2018

- Created a positive work environment with daily huddles to communicate goals, expectations and to inspire a positive mental attitude.
- Developed, strategized and prioritized each shift with proper staffing and preparation of product.
- Analyzed trends (profit/loss) projecting business needs for weekly scheduling.
- Trained new employees on business practices and oversaw each new employee's first 90 days.
- Assisted in developing team member appreciation events increasing morale and boosting overall productivity.
- Regulated inventory and assisted with truck orders.
- Maintained and facilitated customer device repair inquiries, and trouble tickets.
- Practiced effective communication still daily to ensure fluid execution of customer inquiries and problems.

Technical Skills:

- Computer Languages Skills:
 - Javascript
 - HTML5
 - CSS3
 - Git
 - Unit Testing (Quality Assurance)
 - React
- Test Driven Development Skills(TDD Skills)
- Data entry, problem solving, understanding and explaining billing discrepancies, and ability to complete issues within a required deadline.
- Collaborative Skills
- Time Management
- Sales Marketing
- Practicing effective communication
- Practicing ethical protocols that align with company policies.

HyperLinks:

- [GitHub](#)
- [LinkedIn](#)