**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**](https://github.com/KingDrahggo)
* [**Linkedln**](http://linkedin.com/in/gregory-reeves-723ab699)