

# Zach Smith

Maple Valley, WA

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Portfolio: <https://lemelisk27.herokuapp.com/>

## About Me

I am in the process of obtaining a Web Development Certificate from the University of Washington. My years as a long distance truck driver have given me the ability to work independently, with minimal supervision, while still completing goals and deadlines. When I worked for the IRS, it gave me the ability to work in a diverse environment with people from all walks of life.

## Skills

**Industry Knowledge:** Programming, web development, web design, time management

**Tools and Technologies:** HTML, Cascading Style Sheets (CSS), JavaScript, Bootstrap, Git, API testing

**Interpersonal Skills:** Problem solving, customer service, creative problem solving, critical thinking, teamwork

**Other Skills:** Independent projects, independent travel, CDL Class A, truck driving

## Experience

Wilson Logistics

10-2018 - 04-2021

Truck Driver

- Drove a Truck for pickup and deliveries anywhere in the lower 48 states.
- Coordinated my schedule with dispatchers.
- Obeyed and followed local and federal traffic laws.
- Secured cargo, made sure that it was balanced, and ensured that the overall weight of the truck didn't exceed federal regulations.
- Maintained a log of working hours to be in compliance with state and federal laws.
- Inspected my truck daily to ensure that any mechanical problems were fixed before driving.

Internal Revenue Service

11-2009 - 10-2018

Contact Representative

- Conducted telephone interviews with a wide range of individuals who have varying degrees of understanding of tax requirements.
- Provided procedural explanations to specific inquiries initiated by the individual.
- Referred and or transfers callers to the appropriate area for resolution and closure of issues that are beyond the training and scope of the Contact Representative's position.
- Responsible for taking notes during team meetings then typing out those notes for distribution among the team.
- Gave occasional classes on various procedures and command codes during team meetings.
- Assisted taxpayers with setting up installment agreements in order to settle their outstanding tax liability.

## Education

Internal Revenue Service

11-2009 - 10-2018

- Associate of Arts - AA, General Studies