

Lisa Munoz

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Summary

A highly motivated web developer seeking a position where skills in HTML, JavaScript, JQuery and CSS are fully utilized. Bringing hands on experience in application development and quality assurance.

Skills

Visual Studios Code	Terminal (MAC)	JavaScript
HTML	CSS	Zoom
Github	JQuery	Sagent
Slack	Outlook	Cotrak
Teams	Fidelity	

Experience

Customer Service Representative 11/2014 to current

Southwest Business Corporation-San Antonio, TX

- Worked on special projects with supervisors and leads to develop customer service improvement initiatives.
- Delivered service and support to each customer, paving way for future business opportunities.
- Answered a large quantity of inbound calls per day and addressed concerns, resulting in reduction of complaint calls.
- Trained numerous employees in procedures and policies in order to maximize team performance.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Recognized by management for providing exceptional customer service.

Optical Dispenser 02/2012 to 09/2014

Paragon Optical Laboratory-San Antonio, TX

- Wrote up detailed work orders specifying parameters for lenses and frames.
- Provided excellent service and attention to customers when face to face or through phone conversations.
- Checked finished lenses for conformance to order specifications, quality and customer needs.
- Instructed customers on methods for adapting to glasses, proper ware and necessary care.

Education and Training

The University of Texas at San Antonio- San Antonio, TX Certified Web Developer

Providence High School- San Antonio, TX Diploma