**Mitchell Pickard**

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<https://github.com/MTPickard/Portfolio>

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**Objective:**

In this statement, make sure each of these are addressed:

1. I am a Software Developer.
2. Effective communicator, strong leader, attention to detail.
3. Goal for that particular role (this is where you change the resume based on the role to which you are applying)

**Education:**

* **Eleven Fifty Academy (EFA), Software Development Immersive Learning Program, Indianapolis, IN, September 2021**
  + 12-week immersive learning program for Software Development taught with industry-guided curriculum, real-world project-based learning, and 500+ hours of logged coding time and training.
* **Western Illinois University, Business/Management, Macomb, IL, August 2011 – June 2012**
  + Took courses related to business, management, and junior level Math classes.

**Competencies & Functional Skills:**

Problem solving, adaptable, troubleshooting, creativity, customer service, critical observation and thinking, fast learner, organization, Agile methodology, portfolio development, addressing and resolving business challenges.

**Technical Skills:**

**Languages/Libraries:** C#, ASP.NET, SQL

**Cloud Technologies:** Azure, GitHub

**CI/CD:** Agile, Scrum, Git

**Databases/ORM:**    SQL Server, Relational Databases, Entity Framework

**Web Technologies:** HTML, CSS, APIs, MVC, Responsive web design, Bootstrap

**Testing Tools:** Postman

**Technical Projects:**

* **Holiday/Event Budgeter**
  + **.Net MVC Web Application -** Designed to help consumers budget for holidays and other events. Allows you to create a budget and add multiple people to the budget. You can then enter gifts for each specific person and the app calculates the amount of money you need to put back per paycheck in order to afford all the gifts. Utilized C# & GitHub.
* **Sports Betting Tracker**
  + **.Net Web API –** Designed to keep track of all bets, wins/losses, and total money deposited and withdrawn between all different sportsbook apps used by a consumer. Allows you to keep an accurate profit and loss. Utilized C#, Postman, & GitHub. (Team Project)
* **Dungeon Crawler Game**
  + **Console Application –** Decision based maze game where player chooses which direction to head. Wrong decisions may lead to a reward or consequence. Player must navigate through without losing all their lives. Utilized C# & GitHub. (Team Project)
* **Portraits Website https://mtpickard.github.io/StoreFrontWebsite/** 
  + Store front website project. Utilized HTML & CSS.

**Professional Experience:**

**Carrington Mortgage Services – Westfield, Indiana – December 2016 to September 2021**

**Loan Servicing Specialist:**

* Answered inbound calls and placed outbound attempts on accounts that were delinquent or defaulted.
* Went above and beyond expectations to answer any questions or concerns of borrowers.
* Discussed all options to resolve delinquency (i.e. repayment plans, home retention options, disaster relief programs.)
* Reviewed account history for payment disputes and relayed how payments were posted. Made all necessary corrections if something was posted incorrectly.
* Spoke with attorneys and title companies that borrowers hired to speak on their behalf.

**Scotty’s Brewhouse – Indianapolis, Indiana – September 2016 to December 2016**

**Server:**

* Provided excellent customer service and greeted each customer with a smile.
* Accurately entered customers’ orders to ensure food was on time and correct.
* Helped other servers if they were busy to maintain overall pleasant atmosphere for both employees and customers.

**Navient Department of Education – Fishers, Indiana – December 2014 to September 2016**

**Customer Service Representative / Mentor:**

* Provided excellent customer service resolving any questions or concerns of borrowers.
* Spent 5 hours a week listening to new or struggling agents to find where they could improve, and relayed information in a respectful manner.
* Handled accounts that were current or delinquent.
* Processed payments, forbearances, or discussed Income-Based Repayment (IBR) options to resolve delinquency.

**Awards & Achievements:**

* EFA Core Value Award
* Integrity Award – To be genuine, transparent, and authentic in every encounter. (Voted by classmates)