**Mitchell Pickard**

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<https://mtpickard.github.io/Portfolio/>

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Highly motivated and passionate Software Developer with a skillset combining critical thinking, problem solving, and strong communication skills. Seeking an opportunity with a growing company that encourages creativity, collaboration, and personal development.

**Education:**

* **Eleven Fifty Academy, 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.
  + Peer Selected Core Values Award Winner for Integrity

**Competencies & Functional Skills:**

Problem solving, troubleshooting, creativity, visual communication, customer service, critical observation and thinking, 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:**

* **Sports Betting Tracker API**
  + App designed to track bets placed on apps ( DraftKings, FanDuel, etc.) to see how much money was actually deposited and withdrawn to get accurate P&L. Utilized C# for code and tested endpoints with Postman.
* **Dungeon Crawler Console App Game**
  + Teamed up with a classmate to build a console app game. Decision based game to navigate through a maze. Utilized C# for the coding.
* **Portraits Website https://mtpickard.github.io/StoreFrontWebsite/** 
  + Store front website project. Utilized HTML & CSS.

**Professional Experience:**

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

* 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.

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

* 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.

**Customer Service Representative / Mentor, Navient Department of Education, Fishers, Indiana, December 2014 to September 2016**

* 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.