Paul Bernard-Hall

Toronto ON, M4N 2K6
devbypaul@gmail.com | github.com/paulb-h | paulbh.com

A full-stack developer with experience in a variety of web technologies and platforms, such as:
HTML, CSS, JavaScript, Node.JS, React, SQL/NoSQL
Git, Ubuntu, VPS, NGINX

Projects

Designs by Tabitha | **github.com/paulb-h/designsbytabitha**
- A LAMP stack website for a designer

Simple Sockets | **github.com/paulb-h/simple_sockets**
- Lightweight chat application with Socket.io

Experience

Teleperformance	2016 – 2019
- Technical Support, SME, Upskill Trainer, Supervisor	

Led and supported a team of 10-30 agents
Coached team members daily
Verified documentation was clear and accurate
Managed KPI's and daily/weekly reports
Developed technical material and provided training
Provided white glove customer service
Deescalated irate customers
Assisted clients directly regarding escalations
  - *Key Acknowledgements:*
    Chosen to partake in JUMP, a week-long leadership and management training program

Running Room	2009 – 2016
- Sales Associate, Assistant Manager	

Provided gait analysis, shoe fittings, and suggested add-on sales
Communicated with home office regarding store sales and goals
Organized and merchandised store based on guidelines
Ensured we had stock by managing orders and supplies
Responsible for closing or opening the store alone
Spoke publicly to groups of runners

Education

University of Toronto SCS	2019-2019
- Certificate in Full-Stack Web Development	

A 24-week intensive program focused on gaining technical programming skills in: HTML5, CSS3, JavaScript, jQuery, Bootstrap, Node.JS, MySQL, MongoDB, Express, Handelbars.js & ReactJS.