

Spencer Berkebile

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EXPERIENCE

Navy Federal Credit Union, Vienna, VA— *ISD Support Lead*

MAY 2018 - PRESENT

- Team lead for a tier 1 technical support group
- Subject Matter Expert who interfaces with multiple departments daily to provide insight into current and previous day metrics
- Mentored newest members of team and partnered them with senior team members to allow for ease in acclimating to role

Navy Federal Credit Union, Vienna, VA— *Training Instructor*

APRIL 2017 - MAY 2018

- Trained all incoming Consumer Collections new-hires over 5-weeks on technical applications and communication styles
- Worked in tandem with supervisors and instructional designers to modernize our training to improve efficacy and retention

Navy Federal Credit Union, Vienna, VA— *Delinquency Control Counselor*

AUGUST 2016 - APRIL 2017

- Managed at-risk accounts to return money to Credit Union in excess of \$100,000 monthly
- Consistently exceeded daily call quota by over 70%

EDUCATION

George Washington University — *Full Stack Coding Boot Camp*

MAY 2021 - NOVEMBER 2021

Northern Virginia Community College, Annandale, VA— *Information Technology A.S.*

GRADUATED JUNE 2016

PROJECTS

THE Cocktail Menu — <https://the-cocktail-menu.herokuapp.com/>

Led second group project at Boot Camp to create a Node application to let users create an account and search for cocktail recipes into a MySQL database using Sequelize and JawsDB. Hosted on Heroku, it follows Model-View-Controller architecture using Handlebars and is styled with Bootstrap.

noheadphones — <https://sberkebile7.github.io/project-1/>

Led group project at Boot Camp that allows users to search for news articles or book reviews using the New York Times API. Users are able to plot a commute using the Google Maps API and have it stored to LocalStorage. The JavaScript website is deployed on GitHub Pages, and styled using Bulma.

LANGUAGES / FRAMEWORKS

HTML / CSS

JavaScript / jQuery

GitHub / GitHub Pages

Node

Heroku

Handlebars

Bulma / Bootstrap

MySQL / Sequelize

Express

AWARDS

Sustained Superior
Performance 2019
Navy Federal Credit Union

CERTIFICATIONS

ITIL Foundations
OCTOBER 2018

Certified Scrum Master
JUNE 2020

SKILLS

Acclimates to fast-paced environments

Implements feedback quickly

Determined leader with a proven track record of uplifting teams