

STEPHEN MACKEY

S.MACKEY.CODING@GMAIL.COM | 317-979-9326

EXPERIENCE

RCI | INDIANAPOLIS, IN

E-COMMERCE SPECIALIST, VACATION SALES/CUSTOMER SERVICE **JULY'17 – PRESENT**

- Facilitate dialogue with valued customers to design, book and maintain tailored vacation experiences
- Cross-check dates and inventory availability across multiple tech platforms to ensure seamless bookings
- Provide troubleshooting support to clients and guide them through use of RCI's site navigation tools
- Address client concerns and complaints with solutions aligned to company's values and standards
- Engaged in problem-solving to implement emergency processes related to COVID impact on travel
- Professionally recognized by RCI in 2018 for exceeding sales expectations on behalf of our partners

TAIAN FINANCIAL, LLC. | CARMEL, IN

CUSTOMER SERVICE REPRESENTATIVE **NOVEMBER'16 – JULY'17**

- Executed sales of international health insurance policies to foreign travelers
- Researched coverage plans in order to meet the needs of customers and ensure satisfaction
- Conducted general daily news intake of health insurance industry to monitor for regulation changes

LOVELY ENGLISH | HAIMEN, CHINA

LANGUAGE EDUCATOR **JUNE'15 – AUGUST'16**

- Employed proficiency in Mandarin Chinese to teach the English language in a foreign country
 - Displayed cross-cultural communication to guide discussions among multiple age groups
 - Utilized organizational and public speaking skills to design and lead lesson plans
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SKILLS

MS OFFICE SUITE: Excel | Word | Outlook | PowerPoint

LANGUAGE: Mandarin | English

CODING: .NET | C# | HTML/CSS

EDUCATION

ELEVEN FIFTY ACADEMY | INDIANAPOLIS, IN

.NET Software Development

FEBRUARY'20 – AUGUST'20

INDIANA UNIVERSITY | BLOOMINGTON, IN

B.A. East Asian Languages and Cultures, Chinese

AUGUST '11 – JUNE'15