

Sylvia C. Moore

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SUMMARY

I'm a hard-working, positive and professional full-stack web developer with a strong work ethic and wide range of technical and customer service skills.

I'm highly experienced in busy and challenging customer service environments. I also have web development experience including UX/UI design, server-side scripting, user authentication and database operations.

Always punctual and upbeat, I'm a fast and flexible learner who works well independently or as a team member, and I'm always eager to pick up new skills and knowledge.

WEB DEVELOPMENT SKILLS

- vanilla Javascript
- HTML5, CSS3, EJS templating
- React
- NodeJS, ExpressJS
- MongoDB, Mongoose
- secure password encryption and session serialization (via PassportJS)

OTHER SKILLS

- Order processing with Oracle
- Ticket management with Salesforce
- Customer Support via email, IM and phone
- Telecom/Computer Tech Support
- Financial Transactions
- MS Office (Word, Excel, Powerpoint)
- Typing speed: 65 WPM

JOB HISTORY

Netscout (Allen, TX) + June 2017 to present + **current employer**

Hired as **Customer Care Representative**

Duties include handling customer and business partner inquiries via phone, email and instant messaging. Also responsible for Return Merchandise Authorizations which require order entry via Oracle, tickets in Salesforce, and close communication with manufacturing and end users.

Starting October 2019, I began independently developing a series of web apps which are now used by Netscout's Customer Care department. These apps were written in Javascript, with NodeJS/ExpressJS for server-side scripting, MongoDB/Mongoose for database operations and PassportJS for secure user authentication and serialization. During development I received guidelines, feedback and app requirements from Netscout's Director of Technical Support, Director of Sales and Director of Technical Operations.

- Developed web app to track warehouse inventory
- Developed web app to share inter-office memos and policy updates
- Developed web app to locate sales representatives by state, province or country
- Developed web app to identify part numbers by product serial

Ambit Energy (Plano, TX) + May 2012 to March 2017

Hired as **Customer Care Agent**, promoted Jan 2013 to **Consultant Support Agent**

Duties included inbound call handling, outbound call projects, filing service request tickets, enrolling rate plan renewals, processing payments, answering consultant inquiries regarding billing, rate plans, enrollments, commissions, promotions, customer statuses, Ambit policies, and other assistance as needed.

- Consistently ranked among Top 10 performers in department
- Multiple awards won for Perfect Attendance
- Elected Team Representative for Q4 2016

T-Mobile (Plano, TX) + November 2009 to May 2012

Hired as **Tech Support Level 1**, promoted Nov 2010 to **PDA Support Level 2**

Duties included inbound call handling, followup calls, processing payments, handling customer complaints, basic troubleshooting for technical issues, filing engineering tickets and processing equipment orders. Promoted after twelve months to PDA Support Rep, where duties included all of the above as well as technical troubleshooting of cellular phones, personal computers, laptops and tablets, routers and modems, and troubleshooting data and voice connectivity over both cellular and wifi networks.

- Troubleshoot: Blackberry, Android OS, Windows Mobile OS, basic cell phones, modems, routers and wireless networking, Windows/Mac PC connectivity
- Ranked among top 17% of the 700 employees in site
- Qualified for monthly performance-based bonuses and yearly raises

- Employed at a world-class call center recognized by JD Power for exceptional customer service
- Recognized for exceptional performance in customer callbacks, call time, number of calls received, calls transferred and overall customer service provided

EDUCATION

Attended University of Houston, Houston, TX from Jan 2005 - May 2007

Achieved the Dean's List for Spring 2006