

## George Shpak

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LinkedIn Profile: <https://www.linkedin.com/in/george-shpak-036824188/>

Portfolio: <https://shpak92.github.io/Updated-Portfolio/>

### Education

#### Grand Canyon University

*Master of Science in Business Analytics*

GPA: 3.89

Phoenix, Arizona

Expected Graduation Date: March 2021

#### The University of Arizona

*Full Stack Web Development*

- Certificate of completion of 24-week IT Coding Boot-camp with emphasis on Full Stack Development

Gilbert, Arizona

#### The University of Arizona

*Bachelor of Science in Business Administration*

Major: Finance

Tucson, Arizona

### Technical Skills

- |                   |                 |
|-------------------|-----------------|
| • SQL             | • HTML          |
| • R               | • Javascript    |
| • Microsoft Excel | • NodeJs        |
| • Data Mining     | • Google O-Auth |

### Sample Development Experience

#### Sub-Man

*Authentication/Backend Developer*

Link: <https://death-eaters-proj2.herokuapp.com/>

A Subscription Manager App where clients can log their subscriptions and manage their bills.

- Created the login authentication by utilizing Passport.js, and Google-OAuth-2.0
- The Google O-Auth returns a JSON which is stored in a Sequelize user database.
- The user and subscriptions databases are associated which allows the client to view their subscriptions every time they log in.
- Performed an analysis to see which streaming provider was most the popular amongst users.

### Employment Experience

#### Charles Schwab

*Brokerage Trader Specialist*

Assisting USAA members whose brokerage accounts were affected by the USAA-Schwab merger

- Averaging 94% in client satisfaction surveys.
- Received appreciation by upper management. Clients praised my service and patience on social media outlets
- Emphasizing with USAA members whose accounts were affected and educating members about the transition.

Phoenix, Arizona

May 2020 – Present

#### USAA

*SMS Investments Representative*

Provide solutions for members to help with their financial servicing needs

- 2019 Q4 USAA Presidents Award winner
- Conceived of and collaborated with senior executives and directors on an innovative project to address member queue time and member satisfaction challenges.
- 96% top ratings in over 350 member surveys. Resulting in being selected as the top performer on my team.
- Recognized as a top 3 performer on my team across all metrics for 2019.
- Praised by management for being compliant. Educated my teammates in meetings about strategies on how to be compliant.

Phoenix, Arizona

March 2018 – May 2020

#### Bank of America

*Financial Solutions Adviser for Merrill Edge*

Provided financial advice to our clients that included retirement, stock market, budgeting, inheritance, and other needs.

- Received my series 7 and 66 licenses during my tenure
- Learned about different retirement strategies, and positioned it to help my clients.

Chandler, Arizona

June 2017 – February 2018

#### Enterprise Rental Car

*Management Trainee Intern*

Received a hands-on experience in the customer service, sales, finance, and operations field of the business

- Top two in sales for Interns in the State of Arizona every month
- Won the Internship Case Competition for coming up with solutions to improve recruiting numbers
- Meetings with different body shops, and dealerships to gain more brand exposure in South Tucson
- Analyzing daily operations to seek areas where we can expand our business to max out our potential growth

Tucson, Arizona

September 2016 – June 2017