



TONY PHONDETH

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Summary

Full-stack web developer leveraging telecommunications sales background to build a more intuitive user experience on the web. Recently earned a certificate in full stack web development from the University of Toronto, with newly developed skills in JavaScript, CSS, React.js, and responsive web design. Known as an innovative problem solver passionate about developing apps, with a focus on the MERN technology stack. I'm excited to leverage my skills as part of a fast-paced, quality-driven team to build better experiences on the web.

Skills

- HTML5/CSS3
- JavaScript
- React.js
- Express.js
- Bootstrap
- Node.js
- Express.js
- MySQL/Sequelize
- MongoDB/Mongoose
- GraphQL
- Model View Controller (MVC)
- Progressive Web Applications (PWA)

Experience

Small Business Sales Consultant

07/2018 - 01/2021

Bell Mobility | Mississauga, ON

- Served as direct point of contact for Small Business customers and regularly followed up to update information and resolve issues.
- Participated in scheduled sales calls, sales target meetings and training sessions to propose additional value and insight to close deals.
- Met and consistently exceeded revenue targets with proactive, customer-specific suggestions of accessories and related items.

Consumer Direct Sales Specialist

04/2016 - 07/2018

Bell Mobility | Mississauga, ON

- Developed customized sales techniques to successfully sell and upsell services to new and existing Bell Mobility clients.
- Applied good listening skills to determine customer preferences and financial limits.
- Maintained strong relationships with customers from introduction to closing.

BRS Level 2 Resolution Supervisor

11/2012 - 04/2016

Bell Canada | Toronto, ON

- Handled escalation calls from new and existing Bell Canada customers.
- Specialized in negotiation and resolution of conflicts involving billing, account issues and customer experience.
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.

BRS Loyalty and Sales Specialist

07/2011 - 10/2012

Bell Canada | Toronto, ON

- Performed customer negotiations to reach fair conclusion for existing Bell Canada customers.
- Promoted customer retention by using exceptional interpersonal skills.
- Analyzed customer feedback and developed new techniques to ensure customer retention.

Education and Training

Certificate: Full-Stack Web Development

11/2021

University of Toronto SCS | Toronto, ON

24 weeks Coding Boot Camp. HTML5, CSS3, JavaScript, jQuery, Bootstrap, Express.js, React.js, Node.js, Database Theory, MongoDB, MySQL, Command Line and Git.

Course: JavaScript

05/2021

Juno College of Technology | Toronto, ON

8 weeks part-time course in JavaScript Data structures, jQuery methods and best practices. The DOM and REST APIs.

Course: Web Development

02/2021

Juno College of Technology | Toronto, ON

8 weeks part-time Web Development course in HTML5, CSS3 and responsive design.

Websites, Portfolios, Profiles

- <https://tphondeth.github.io/react-portfolio>
- <https://github.com/TPhondeth>
- <https://www.linkedin.com/in/tony-william-phondeth-4478a9202/>