



# TONY PHONDETH

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## Summary

Junior Web Developer who has just completed the Full-Stack Web Development Boot Camp at the University of Toronto. Fast learner and hard worker who is seeking an opportunity where I can grow and learn new technologies from other experienced team members.

## 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.

**Certificate: Full-Stack Web Development**

## Education and Training

University of Toronto SCS | Toronto, ON

11/2021

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.

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## Websites, Portfolios, Profiles

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