

Travis A. Swift

Full Stack Developer, Customer Service Lead, Trainer, Manager, Public Speaker

travis.arthur.swift@gmail.com

[Linkedin](#)

Graduate of the University of Texas Full Stack Developer course. Experience with HTML, CSS, JS, API's, Node.js, Express, SQL, NoSQL, OOP, ORM, MCV, PWA's, React, MERN, State, Bootstrap and Tailwind CSS. I would like to focus on coding for games and seeing what fun I can create with JavaScript and other technologies.

As a service-oriented employee, my constant objective is creating superior, rewarding experiences for customers and coworkers. I have trained employees from entry level to store manager focusing on the customer's experience and how to meet and exceed expectations and metrics. A positive, lasting impression is always my ultimate goal.

Work Experience

Customer Service Representative (Remote)

Psycho Bunny – Quebec, Canada

February 2022 to Present

Manage customer responses and overall company queue of customer service tickets via Gorgias, ShipStation, and Brightpearl. Handling customer tickets and chat to solve problems professionally and with a friendly attitude.

Customer Service Trainer and Agent (Remote)

Loop Support - San Francisco, CA

June 2017 to February 2022

Manage customer responses and overall company queue of customer service tickets via Zendesk and Help Desk for Loop Support. Reporting by customer/region/issue to aid capacity planning. Help managing escalated tickets to ensure they meet all requirements and all critical information is included

Contract Employee

Various Clients and Locations - Austin, TX

August 2012 to April 2017

Temporary general office contract assignments with a variety of companies requiring interim support (Legal Zoom, Apple, Austin 311). Notable assignments include handing high volume customer inquiries for the city of Austin 311 call center. Received sales award at Apple for leading sales during Christmas. Provided critical information in a timely manner to citizens of Austin involving problem solving and research to inform citizens of hazardous conditions, safe travel routes, city events with an emphasis on "One Call Solutions".

Store Manager

Starbucks Coffee Company - Austin, TX

April 2001 to March 2012

Meeting daily sales goals of promotional products and managing budget. Implementation of new and revised policies, procedures, and process changes and improvements. Interviewing, Hiring, Training, and development of employees. Research and analyzing of data and trends for future planning, forecasting of daily operations management

Classroom Facilitator for New Hire Orientation and the Certified National Food Safety Instructor. Execution of performance measure, quality improvement programs and project management methods. Leading and working as a team to meet and exceed goals and expectations. Write and present reports that summarize findings in trends and data analysis

Assisted in development of corporate wide training program Coffee Master Certification and introducing seasonal promotions on a city-wide scale.

Public Speaking in a professional, classroom and hosting educational seminars for customers and employees to increase sales and product knowledge.

Accomplishments

Consistent recognition of store performance including customer service, sales, and cleanliness. Support to other store managers and staff by mentoring for improved performance.

Created city wide marketing promotion to improve coffee sales of Fair-Trade Coffee.

Part of the original team that created the "Black Apron Coffee Master" program at Starbucks, implemented globally.

Training of employees from entry level to store management.

Created and hosted presentations to the Regional Management team.

Consistently met and exceeded sales goals and expectations.

Quality Assurance Manager/Plant Operator/Sales

CEMEX, USA - Austin, TX – May 1988 to October 2000

Quality control of concrete materials and production, Troubleshooting concrete in the lab and the field. Working with architects and engineers to solve problems on the spot. I operated the concrete plant and participated in the creation of the 183 and Mopac Highway interchange, Dell Childrens' Hospital and original expansion of the Darrell K Royal Memorial Stadium on the University of Texas campus at Austin, Texas.

Management and operation of multiple concrete plants, a concrete testing lab, overseeing groups of 30+ employees for efficiency and safety. Developed and executed monthly training classes to educate employees. Analyzed data from existing testing results to submit bids for new projects.

ACI Certified Concrete Materials Testing Technician

Education

Full Stack Developer

University of Texas Boot Camp, Austin, Texas

Concrete Field and Laboratory Testing Technician Level II

American Concrete Institute

Commercial Art & Graphic Design

Foothill Community College Los Altos Hills, CA,

Small Engine Repair

De Anza College, Cupertino, CA,

Los Altos High School Academics, Art

Los Altos, CA,

Volunteer Activities

Miracle League At Town and Country, Sports Announcer

Texas Gay And Lesbian Runaway Youth Crisis Call Center, Counselor

Boy Scouts Of America, Den Leader