

Customer Support Agent Customer Support Agent API Support Agent - HomeAway Leander, TX
Authorized to work in the US for any employer Work Experience Customer Support Agent
HomeAway - Austin, TX February 2017 to Present First point of contact for property owner
application support Help to analyze and identify issue severity levels and follow appropriate
escalation procedures/Update website content as needed. Stay up-to-date on product changes in
order to provide accurate and thorough support. Educate customers in best practices for using
HomeAway applications Freelance Jr Front End Developer Fluid-Logic - Austin, TX January 2016 to
Present Implement object-oriented code in HTML5, CSS3, and JavaScript. Create websites and
blogs using WordPress. Maintain websites. Update website content as needed. Edit content
submitted by clients. Customer Care Supervisor and Business Development Associate USI CT -
Meriden, CT November 2005 to July 2009 Create, run, and report CMS status updates for
management meetings. Keep staff up to date on latest technologies and run training on new
software quoting systems. In charge of hiring and training new employees. Performance
reviews, coaching, and termination as a last resort. Analyze, monitor, and report performance
objectives to upper management. Implement new procedures as needed to react to changing
objectives as required. Personal Risk Manager Webster Insurance - Wallingford, CT December
2003 to November 2005 Manage designated book of business. Process renewals, policy
changes, and invoices. Write new business home, auto, umbrella, and flood policies. Increased
book of business by 15% annually. Education Bachelor of Science in Information Technology
University of Phoenix - Phoenix, AZ Skills AWS (1 year), Salesforce (2 years), LINUX (Less than 1
year), CSS3 (2 years), HTML5 (4 years), Front End Additional Information Honors student at the
University of Phoenix. Graduated with a Bachelor of Science in Information Technology with a
concentration in Web Development November 2016. Broad skill set including HTML5, CSS3, and
JavaScript. Skills: HTML5, CSS3, JavaScript, WordPress, Python, Java, NetBeans, Eclipse, Agile
Development, Object Oriented Programming, Photoshop, Visual Studio, PHP, MySQL, Linux,
Microsoft Office Suite.

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