Front end developer Front end developer JustinKWallace.com Marietta, GA Work Experience Front end developer Force Marketing - Atlanta, GA December 2017 to Present Atlanta, GA - SEO Producer   Teamwork   December 2017 - PRESENT   Connect with marketing directors communicating wins, losses and Problem Solving   strategy   Building landing pages with schematic markup based off of research LANGUAGES   HTML Freelance Web-Design, Atlanta Ga - BootStrap August 2017 to Present HTML5 Create custom graphics for online advertising, mobile websites, and website maintenance CSS   Branding BootStrap Newsletters Wordpress Web Design   Web Development JavaScript Logo Design JQuery Graphics   Layout PLATFORMS / PROGRAMS Adobe Photoshop KIBUmap -https://www.kibumap.com/ - Collaborated with senior development regarding conceptual design and functionality. Adobe Dreamweaver   Visual Studio Code Real Time Analyst Comcast - Alpharetta, GA February 2017 to December 2017 Salesforce -Evaluating call center call flow for performance efficiency.   -Track monthly productivity, quality, and sales performance goals.   -Provide forecast models identifying performance trends. -Advise management on schedule change requests.   -Enforce schedule compliance and adherence. -Partner with call center agents and leadership for coaching opportunities.   -Train call center agents and leadership on new Workforce applications and procedures.   -Employee payroll time approval.   -Create documentation for RTA procedures   As an RTA in Alpharetta I helped the center reach a 90% adherence goal for the first time in over two years. I've created SOP's for current call center attendance policy. Trained new hire classes on Workforce expectations. I'm also a part of the "CREDO" team which is dedicated to site wide team advocacy and morale. Executive[Sales] Comcast - Alpharetta, GA April 2015 to February 2017 -Interacted with Comcast customers and potential customers in order to sell great Comcast products based on customer's needs and interests.   -Met company/site sales and productivity goals.   -Partnered with other company groups to provide an excellent customer experience Education Economics Bronx Community College - Atlanta, GA January 2015 to Present Skills UI, Front End, Javascript Links http://www.JustinKWallace.com

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