Zac Shedd

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Github: https://github.com/ZShedd

SUMMARY

- Highly accountable, enthusiastic, detail oriented individual with a certificate from a Full Stack Developer Bootcamp. Team player with experience working in fast-paced, energetic environments while practicing the skills of communication, conflict resolution and collaboration.

TECHNICAL SKILLS

- **Languages:** JavaScript ES6+, CSS3, HTML5, SQL, NoSQL
- **Applications:** GitHub, MongoDB, MySQL
- **Tools:** Express React, Node, Handlebars, Query, Bootstrap

PROJECTS

River Runner | https://github.com/ZShedd/river_runner | https://zshedd.github.io/river_runner

- Summary: A website that helps users find real-time water conditions and weather data from the United States Geological Survey and Openweather.org.
- Role: Front-end design and utilization
- Tools: HTML, CSS, JavaScript, Bulma,, GoogleFonts

WORK EXPERIENCE

SEIU Local 503 - September 2022 - Present

Member Assistance Representative
Portland, OR
- Build trust-based relationships with members via phone and email contact who regularly thanked for levels of service.
- Collaborated closely with internal partners and teams resulting in changed documentation and procedures.
- Documented all member communications accurately in Salesforce allowing for complete and concise call notes, resulting in recognition during team meetings.

- Handled sensitive data and legal documents while maintaining the strictest HIPAA regulation with zero violations.

Bank of America - March 2022 - September 2022

Implementation Specialist

Phoenix, AZ

- Implemented financial product requests for business clients with project turnaround time of less than 5 business days on average.
- Recorded all updates to request in the internal ticket system which updates related sales team members who thanked for regular check-ins.
- Sent a personalized professional email to the client with the collaborating sales team members carbon copied, creating a clear guideline of project details.
- Prepared all legal agreements needed for implementation with client information with encrypted data, resulting in zero breach errors.

PayPal - November 2018 - March 2022

Technical Support Engineer

Chandler, AZ

- Provided prompt and accurate feedback to customers while ensuring proper recording and closure of all issues.
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues resulting in a 97% satisfaction rate.
- Followed standard procedures for proper escalation of unresolved issues to the appropriate internal teams.
- Documented knowledge in the form of knowledge base tech notes and articles earning a 95% QA average over the course of 12 months.

Bridgecrest Financial - August 2011 - November 2018

Loan Advisor

Mesa, AZ

- Negotiated with delinquent customers ranging from 1-120 days past due on their vehicle loan with collection rate of 94%.
- Promoted four times within a 18 month period to increasingly higher priority sectors due to performance
- Worked with a team of 10-15 to provide high quality customer service with a QA score of 94%.
- Led outreach team to new customers to educate on loan terms with 75% first payment set up.

EDUCATION

University of Oregon

Springfield, OR

2023, Full Stack Developer Certificate

Highland High School

Gilbert, AZ

Graduated 2011, High School Diploma