Zander
Brownlie-Edward

Web Developer

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Profile

Currently looking to apply my previous skills as a succesful business partner with my new found skills as a web developer to build creative, efficient and human-friendly technology. Interested in becoming part of a team that can help me to continue to grow as a developer while also applying my previous skills to help be an asset to your team.

Work Experience

Slack Moderator - Treehouse, December 2018 – Present

- Respond to student questions about lectures, quiz's, projects to a large range of code questions in a productive and sincere manner.
- Adhere to Treehouse guidelines regarding reviewing code and responding to students through slack

Financial Products Specialist - Zenefits, February 2017 – May 2018

- Collaborate internally with Engineering, Insurance Brokers, Project Management and Client Support as a subject matter expert on 401(k) benefit platforms.
- Effectively managed relationships with four leading retirement providers to bring automated 401(k) benefits to mutual clients and their workforce.
- Provide premium support for complex and time-sensitive client issues involving 401(k), Commuter Benefits, FSA, and HSA products.
- Analyze customer case data to pinpoint product gaps and improve partner operational efficiency.

Client Support, Senior - Zenefits, July 2015 – January 2017

- Assisted clients in solving insurance and HR-related issues with in-depth product knowledge.
- Updated internal Help Center on a full range of HR and Benefit-related topics and internal procedures.
- Strived to improve client experience by submitting feedback for product improvement to Managers and Engineering.
- Worked closely with partners to solve client concerns while ensuring SLA deadlines of stakeholders.

Client Support, Associate - Zenefits, March 2015 - June 2015

- Partner with Account Managers and Product Operations to resolve escalated and time-sensitive issues.
- Advocated on behalf of clients
- Provide high quality customer service to external and internal partners across multiple departments.

Education

Arizona State University
Bachelors of Science, Economics
Minor, Sustainability

Treehouse Fullstack Web Development
In Progress

Treehouse Frontend Web Development
Completed

Udacity Intro to Programming Nanodegree
Completed

Projects

Cryptocurrency Price Tracker Dashboard
Languages used:

- React
- JSON
- Bootstrap
- Javascript

Employee Directory
Languages used:

- Ajax
- JSON
- Javascript
- Sass

Mr. Meeseeks Dashboard App
Languages used:

- Javascript
- Chart.js
- Sass
- HTML

More projects @ zanderb-e.com

Interests