

Afftene Taylor

CAREER SKILLS

BEGINNER

- Node.js
- Angular.js
- TypeScript
- PHP
- WordPress
- Adobe Photoshop
- Adobe Illustrator

PROFICIENT

- HTML
- CSS/LESS
- JavaScript
- jQuery
- Bootstrap
- PlatypusTS
- Github
- Squarespace
- UX/UI Design

- Microsoft Word
- Microsoft Excel
- Microsoft Powerpoint
- Microsoft Outlook

EDUCATION

DEPOT/U TECH BOOTCAMP, BIRMINGHAM, AL

SEPT - NOV 2015

Front-End Web Engineering

DUKE UNIVERSITY, DURHAM, NC

2008 - 2012

Bachelors of Arts in Public Policy Studies, Theater Studies Minor, and Arts of the Moving Image Certificate

EXPERIENCE

FRONT END WEB DEVELOPER/DESIGNER INTERN

BBVA COMPASS/PLATYPI

NOV 2015 - DEC 2015

- Co-Developed a product idea called "The Refill Card" that implements a fixed funding and saving schedule
- Built front-end of website using HTML, CSS/LESS, TypeScript, and the PlatypusTS framework
- Co-Designed UX/UI
- Utilized TryBest Studio's Paint to develop logo and graphics and Keynote for wireframing
- Introduced to agile methodology

CD/IRA SPECIALIST

REGIONS BANK

2013 - 2015

- Received daily inquiries from customers and branch representatives regarding CD/IRA products
- Identified and escalated requests for product research and maintenance on CD/IRA products and related tax documents
- Managed customer service goals with politeness and thoroughness

HOME LOAN PROCESSOR

WELLS FARGO HOME MORTGAGE

2012 - 2013

- Processed Traditional HARP loans in 60 days or less
- Met and exceeded strict team and division-level production and quality monthly goals
- Managed an average daily workflow of 40 loans using Microsoft Excel and Microsoft Outlook
- Identified potential underrating risks and discrepancies on tax documents, insurance policies, titles, and other income documentation
- Contacted third-party businesses to collect customer documentation
- Maintained communication between mortgage consultant and underwriter
- Provided borrowers with excellent customer service with daily contact via phone and email

WORK-RELATED AWARDS AND RECOGNITION

REGIONS FINANCIAL

- 14-time Customer Service Excellence Recognition

WELLS FARGO HOME MORTGAGE

- 4-time Service Excellence Nominee

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