Afftene Taylor

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www.github.com/acttechie55

CAREER SKILLS

BEGINNER	AVERAGE	INTERMEDIATE
Node.js	HTML5	Microsoft Excel
Angular.js	CSS3/LESS	Microsoft PowerPoint
TypeScript	Javascript	Microsoft Word
Wordpress	jQuery	Microsoft Outlook
Adobe Creative Suite	Bootstrap	
	PlatypusTS	
	Github	
	Squarespace	
	UX/UI Design	

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   **BBVA COMPASS/PLATYPI**
NOV 2015 - DEC 2015
- Co-Developed a product idea called 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

GROUP SALES INTERN   **ARENA STAGE**
MAY 2011 - AUGUST 2011
- Developed an effective contract retrieval system that increased receipt of contracts by 90%
- Calculated and delivered daily sales, attendance, and reductions reports using Microsoft Excel and Tessitura Ticketing System
- Analyzed sales data and customer service responses to Group Sales Department

REGIONS FINANCIAL

- 14-time Customer Service Excellence Recognition

WELLS FARGO HOME MORTGAGE

- 4-time Service Excellence Nominee