

Afftene Taylor

CAREER SKILLS

BEGINNER

- Node.js
- Angular.js
- TypeScript

AVERAGE

- HTML5
- CSS3/LESS
- Javascript
- jQuery
- Bootstrap
- PlatypusTS
- Github

INTERMEDIATE

- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Word
- 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

BBVA COMPASS

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 relevant customer documentation and information
- Maintained active communication between home mortgage consultant 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

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WORK-RELATED AWARDS AND RECOGNITION

REGIONS FINANCIAL

- 14-time Customer Service Excellence Recognition

WELLS FARGO HOME MORTGAGE

- 4-time Service Excellence Nominee