

# Afftene Taylor

## CAREER SKILLS

### BEGINNER

- HTML5
- CSS3/LESS
- Javascript
- jQuery
- Angular.js
- Bootstrap

- Node.js
- TypeScript
- PlatypusTS
- Github
- Final Cut Pro
- iMovie

### INTERMEDIATE

- Tessitura
- 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

### **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