

Anthony S. Gamble Jr.
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Currently pursuing a career in web development and or similar fields

Languages

HTML, Javascript, Ruby, Java

Certifications

Currently training with A Cloud Guru - AWS Certified Developer Associate

Frameworks and Tools

Rails, CSS, Bootstrap, Git , Ruby Gems, API, Git Bash, Heroku, Github, JQuery, Amazon

Databases

MySQL

Professional Experience

Kindred Healthcare Fort Worth, TX Jan 2012-Present

Part-time Care aide

Fidelity Investments Westlake, TX April 2015-October 2017

Financial Associate Tax Exempt

As a financial associate for Fidelity, my role involved assisting customers with education that pertains to their retirement plans. Explained benefits and help with transactions, as well as I provided factual information on investment opportunities provided at Fidelity.

Produced a average of 74-80% CEI(customer engagement surveys) over the required minimum of 71%

Provided over 40 innovative ideas to improve the customer experience

NationStar/Mr. Cooper Mortgage Irving, TX April 2012-April 2015

Resolution Supervisor

Informed borrowers of issues pertaining to their loan with NationStar Mortgage.

Handled all escalated issues pertaining to NationStar, through various forms of communication.

Served as reassuring customer service agent in handling borrower's inquiries on a daily basis.

Telvista, Dallas, TX November 2010-April 2012

Technical Support Verizon Fios

Provided client support and technical issue resolution via EMail, phone and other electronic medium.

Configured client's equipment to connect to the Internet via modem/DSL Router/Wireless. Utilized use of IOS and Windows operations related to company offered services.

Identified, corrected and advise on operational issues in clients computer systems.

Created new accounts using company provided software tools.

Education

Tech Talent South Coding Immersion

Dallas, TX

Bachelor Degree in Applied Science and Technology

University of North Texas

Denton, TX