

# Armon K. Carter

USA, Wisconsin  
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## Passionate Spearheaded Web Design - Web Developer

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### PROFESSIONAL SKILLS

Customer Service  
Multi-Function Office Machine  
Active Listener

Computer Skills  
Training & Development  
Service-Minded

### PROFESSIONAL CONTRIBUTIONS

**YWeb Career Academy** YWCA, Madison, WI

*Feb. 2024 – Present*

Completed 300+ hours of intensive technical training in design, HTML, CSS, and Javascript. Actively engaged in the learning process by completing job-related projects & working outside of class time, resulting in a comprehensive understanding of technical skills. Contributed to increasing diversity in the technology field by being a part of the YWeb Career Academy program.

**Customer Support Specialist** PDS, Madison, WI

*Nov. 2016 – Apr. 2021*

Assisted customers to access electronic health records systems on internet browsers & devices. Mentored & trained over 10 new hire entry level specialists. Managed & responded to customer inquiries via telephone, emails, chat sessions & voicemails. Interacted with 600+ patient's per month maintaining a quality assurance service score rating exceeding 85%

**Claims Specialist** Allstate Insurance Agency, Charlotte, NC

*Mar. 2012 – Oct. 2015*

Frequently served as acting supervisor for a team of 10+ members. Developed protocol, training materials & training presentations for homeowner claims. Served on development, innovation & process committees to improve workflow & efficiency.

### EDUCATION

**YWeb Career Academy**, Madison, WI

*In Progress*

**Madison Area Technical College**, Madison, WI

*Courses Completed*

HTML/HTML5 | CSS | JavaScript | Mobile Device Styling Experience  
Bootstrap5 | Digital Repository Software | Response Design | Media Queries