

Alan S. Wagner

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<https://github.com/alanwagner101>

<https://alanwagner101.github.io/New-Portfolio/>

Career Summary

I have spent the last decade honing my leadership and communication skills in an effort to build a resume that shows how dedicated I am to the success of the companies I work for. From helping create marketing promotions at The Window Store, to training and assisting customer service and sales reps at Bluestem Brands and Tech Mahindra, all the way back to Managing a restaurant team at Drunken Noodle/ Wasabi, I am driven to achieve my highest potential. My passion is in technology and I desire nothing more than to be a integral part of the industry.

Employment

The Window Store Home Improvements

- Canvass Team Lead, Marketing Coordinator
 - In charge of creating and implementing marketing programs as well as training and coaching new hires for the canvassing team.
- St. Anthony, MN
- Aug 2015 – Present

Bluestem Brands (Fingerhut)

- Trainer, Team Lead, Quality Assurance, Customer Service Rep, Specialty Line Rep
 - Assisted in training remote CSR reps both on location and off location, as well as kept track of stats for my team of agents, listening and coaching calls from other agents, and handling irate or upset customers.
- St. Paul, MN
- Aug 2014 – Aug 2015

Tech Mahindra (Fingerhut)

- Quality Assurance, Trainer, Team Lead, Customer Service Rep
 - Helped create a test program for onshore Fingerhut customer service and sales reps. I trained in all of the new hires as well as listened to and coached all of the calls at that location and then logging the stats and information for further analysis.
- Fargo, ND
- Sep 2013 – Aug 2014

Drunken Noodle/ Wasabi

- Manager, Trainer, Server, Cook, Dishwasher, Sushi Prep, Host
 - Started working as a dishwasher, then within a year I had moved up through every position and was promoted to manager in charge of scheduling, stocking inventory, counting cash registers, and opening and closing the restaurant.
- Fargo, ND
- May 2011- Sep 2013

CSD Relay

- Communications Assistant
 - Assisted the deaf and hard of hearing through the process of making phone calls using what is called a teletypewriter.
- Moorhead, MN

- May 2011- Nov 2011
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Skills

- Proficient in HTML, CSS, JavaScript, and NodeJS.
 - <https://alanwagner101.github.io/Word-Guess-Game/>
 - Hangman game made using HTML, CSS, and JavaScript
 - Knowledgeable in libraries such as jQuery, Bootstrap, and Firebase.
 - <https://alanwagner101.github.io/TriviaGame/>
 - Pub trivia game made primarily using jQuery and Bootstrap.
 - <https://alanwagner101.github.io/RPS-Multiplayer/>
 - Online multiplayer rock paper scissors game that shows off the use of HTML, Bootstrap, jQuery, and Google Firebase.
 - Experience with multiple APIs.
 - <https://alanwagner101.github.io/Project1/>
 - Application made to assist in the process of searching for national parks and campgrounds to visit and what to expect when you arrive there. This app uses APIs from NPS, NASA, as well as The Weather Channel.
 - <https://alanwagner101.github.io/GIPHYapp/>
 - This application is designed to allow you to search for gifs by keywords and save those keywords in button form if you wish to revisit those gifs. This app uses the GIPHY API.
 - 7 years management/ leadership experience.
 - 10+ years of customer service experience.
 - 5 years of sales experience.
 - Conflict resolution specialist.
 - Take pride in doing my job well.
 - Enjoy helping people.
 - Very fast learner.
 - Great problem solver.
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Hobbies

- Musician
 - Web Design
 - Reading
 - Drawing
 - Outdoors Activities (hiking, kayaking, biking)
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Education

University of Minnesota	2018 – 2019
Coding Boot Camp	
Central Cass High School	2005-2009
High School Diploma	

References

Joe Einbinder Ad Manager The Window Store 612-916-2677	Matthew Peterson Kitchen Manager Drunken Noodle/Wasabi 701-866-9575
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