

SOFTWARE ENGINEER ► JUNIOR DEVELOPER ► CUSTOMER-CENTERED ► STRONG COMMUNICATOR**Recent Graduate of the 12-week, Intensive, Full-Stack We Can Code IT Software Engineering Certificate Program***High-energy contributor proven to surpass performance targets, delivering #1 rankings through opportunity identification**Skill in uncovering and defining needs, presenting viable solutions, and leveraging data to make informed decisions**Early adopter recognized throughout career for technology prowess, training skills, and solid work ethic***CANDIDACY SNAPSHOT**

SOFTWARE DEVELOPMENT: Acquired hands-on project experience leveraging C#, .NET, Active Server Pages / ASP.net, JavaScript, jQuery, HTML5, CSS3, Bootstrap, MVC, Responsive Design / Mobile, SQL, MS SQL, OOP, and Source Control / Git.

PROJECT MANAGEMENT: Drove on-time, on-budget project completion while supporting mission-critical initiatives. Planned and executed project timelines and tasks to ensure the achievement of initial objectives and procedural milestones.

TEAMWORK & PEER LEADERSHIP: Earned opportunities to train peers based on ability to learn quickly, master processes, and represent brands effectively. Thrive in collaborative, team-driven settings while also have proven to excel independently.

PROFESSIONAL EXPERIENCE

State Farm Insurance ► **SALES ASSOCIATE**, 2009-present

Ranked as the #1 producer in the region—out of all peers across 35+ agencies—based on scorecard metrics.

Deliver brand-centric customer service while increasing revenue through identification of new business opportunities, working with inbound callers to assess coverage needs, presenting comprehensive risk management solutions, and cultivating sustainable client relationships. Structure property, casualty, life, and health policies, demonstrating depth of product knowledge and seamless process coordination. Actively listen to customers' needs and enhance satisfaction through exceptional service.

Business Development

- **Introduce State Farm coverage solutions to diverse audiences**, securing opportunities to present insurance products to local businesses and community organizations.

Needs Assessments

- **Listen to customers to define their requirements**, producing comprehensive coverage options that mitigate risks, meet budgets, and achieve clients' initial goals.

Beta Product Testing

- **Invited to serve as a member of the "Drive Safe and Save" beta testing program**, providing critical quantitative and qualitative feedback to product managers.

Brand Representation

- **Drove new business as a member of two established agency teams (OH & IN)**—learning from the best—and meeting aggressive production and service goals.

Lowe's Home Improvement ► **CUSTOMER SERVICE & SALES ASSOCIATE**, 2002-2003 & 2006-2009

Earned the opportunity to travel to stores—throughout the region—to support inventory control and management process.

Provided on-demand customer service, helping shoppers source products, fielding a variety of home improvement questions, and representing the brand in a personable and professional manner. Led teams and delegated workflow based on operational needs.

Operations & Logistics

- **Completed overnight store resets critical to compliance with merchandising objectives**, working as a member of the store operations team to achieve deadlines.

National City Bank ► **SALES & CUSTOMER SERVICE REPRESENTATIVE**, 2003-2005

Served as a super user and trained peers to facilitate the deployment of a company-wide computer system change.

Recognized new business development opportunities by asking accountholders revealing questions, uncovering needs, and presenting actionable solutions in the form of diverse financial products. Processed all transactions swiftly and accurately.

EDUCATION

University of Akron ► **BA, PSYCHOLOGY**, 2008

Held numerous leadership roles—Fundraising Chair, Risk Manager, House Manager, and Secretary—for Phi Delta Theta.