

Austin R. Carly - Web Developer

Lehi, Utah 84043

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Able to work remotely or in an office

[GitHub](#)

[Linked in](#)

Skills

Javascript | CSS | HTML | Postgre SQL | Node | React | Express | Massive | SASS

Education

Devmountain Coding School - Full Stack Web Development Certificate

Remote classroom environment

October 2020 "With Honors"

MAPLE MOUNTAIN HIGH SCHOOL

Mapleton, UT
Graduation June 2011

Experience

Devmountain Coding School

Student Full-Stack Web Developer

July 2020 - October 2020

The Ivory Foundation (Group Project)

- This is a website designed to enable a charity the capability to accept donations, recognize outstanding members of the community, and to inform people of local service opportunities.
- When nominating someone it adds the data to an SQL table and presents the nomination to an admin. The admin can then update the status of the nomination.
- React, NodeJS, PostgreSQL, Postman, GitHub, RESTful API, Redux, Express, Massive, Axios, CSS, Javascript, Nodemailer, Stripe, responsive design
- [GitHub](#) | [Website](#)

The Brood (Personal Project)

- This website is designed as a social media website with a specific focus on providing a safe environment for families to connect.
- I have designed the photos component to only pull photos from a specifically selected album.
- React, NodeJS, PostgreSQL, Postman, GitHub, RESTful API, Redux, Express, Massive, Axios, CSS, Javascript, Nodemailer
- [GitHub](#) | [Website](#)

Anderson Auction House (Personal Project)

- A website designed to aid Auctioneers in keeping track of items, information, and sale status.
- You navigate through each page easily.
- React, NodeJS, GitHub, RESTful API, Express, Massive, Axios, CSS, Javascript
- [GitHub](#)

Stubhub Ticket Resales, Draper, Utah

Escalations Customer Service Specialist

December 2018 - May 2020

- Deescalated up to 25 customer calls per day
- Used effective communication skills to resolve ticket discrepancies up to \$4,000
- Successfully managed customer loyalty and brand awareness resulting in 88% customer satisfaction
- Utilized many different computer systems such as Microsoft Excel, Microsoft Word, and various APIs (Application Programming Interface)
- Handled highly sensitive information ensuring 100% safety and security of customer data

Allstate Insurance, Sandy, Utah

Licensed Insurance Producer

November 2017 - December 2018

- Assisted customers with filing insurance claims
- Run reports utilizing Microsoft Excel for the office to help assess and measure business needs.
- Collaborated with banks to ensure they had all the proper documentation regarding insured interest
- Created and implemented a better system to track employee hours and payroll by proactively building a detailed and functional Excel spreadsheet
- Organized all new business documentation to ensure new customer onboarding was thorough accurate and efficient

doTERRA International, Pleasant Grove, Utah

July 2014 - November 2017

Team Lead/ International Team Lead

February 2015 - November 2017

- Supervised a team of up to 15 phone agents to monitor call quality
- Took initiative and created a functional excel document to help monitor and track the statistics of each call center agent. This document was applied to the entire call center and was used by all of the leadership team
- Trained about 48 other team leads and the 8 managers on how to utilize and dynamically incorporate the agent tracking document
- Met with phone agents to set goals and make monthly plans for improvement
- Assisted in growing and establishing the international team by working cohesively with 5 other International team leads
- Organized and used creativity for various special projects as situations demanded

Call Center Customer Service Representative

July 2014 - February 2015

- Answer incoming calls and assist customers in resolving any concerns
- Explained in a clear and concise manner the complex structure of commissions to Doterra Wellness Advocates
- Work with various other departments to problem solve and overcome situations
- Logged detailed notes about customer interaction
- Assisted in training other agents

The Church of Jesus Christ of Latter-day Saints, Louisville, Kentucky

Missionary

June 2012 - July 2014

- Presented an uplifting message to thousands of people
- Completed weekly service within the community
- Supervised and trained 30 other colleagues each month

XANGO LLC, Spanish Fork, Utah

Inventory Control Specialist

September 2011 - June 2012

- Supervised regular cycle counts and year-end physical inventory counts and audits
 - Assisted daily in inventory, lot control, and QA issues and processes
 - Suggested and assisted in the development of numerous WMS improvements and processes
 - Adjusted inventory within Xango's database as needed according to written policies and procedures
 - Supervised employees working on the inventory crew
 - Worked with various internal customers to resolve a wide variety of issues and problems as needed
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