**Amber Schumpert**

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**Objective:**

Eager and creative Software Developer looking continue to learn, continue to be adaptable, and currently transitioning from customer service center roles to development in the tech industry.

**Education:**

* **Eleven Fifty Academy, Software Development Immersive Learning Program, Indianapolis, IN, March 2020**
  + 12-week immersive learning program for Software Development taught with industry-guided curriculum, real-world project-based learning, and 500+ hours of logged coding time and training
* **Ivy Tech Community College, Associate of General Studies, Indianapolis, Indiana, May 2019**

**Competencies & Functional Skills:**

Problem solving, troubleshooting, creativity, visual communication, excellent customer service, critical observation and thinking, organization and resolving business challenges

**Technical Skills:**

**Languages:** C#, ASP.NET, API development, HTTP methods, MVC, pair programming

**Testing Tools:** Unit Testing, Agile, Scrum

**Databases:** SQL Server, relational databases

**Web Technologies:** HTML, CSS, APIs, stateless components, responsive web design

**Technical Projects:**

* **Mad Gab Console Game** [**https://github.com/aschump/ConsoleGamePairProgramming**](https://github.com/aschump/ConsoleGamePairProgramming)
  + Utilized C# and pair programming to build Console version of the game Mad Gab
* **Abstract Utopia website** [**https://aschump.github.io/HTMLStaticStoreFront/**](https://aschump.github.io/HTMLStaticStoreFront/)
  + Utilized HTML and CSS to design a build this static store front page

**Professional Experience:**

**Virtual Season Customer Service Rep, L Brands / Bath & Body Works, Remote, October 2020 – January 2020**

* Assist them with ordering, checking availability and navigating the website
* Taking incoming calls, emails or chats from customers regarding lost packages, exchanges/returns, shipping information, billing and a number of other questions.
* Utilize selling skills to make effective recommendations to customers
* Provide timely, tactful and professional customer service
* Promote and sell new products and promotions

**Centralized Service Coordinator, Lowe’s Central Production Office, Indianapolis, IN, October 2018 – November 2019**

* Properly listen and identify each customer's needs and provide appropriate feedback and support.
* Utilize critical thinking skills and attention to detail to make fact-based decisions in a timely manner.
* Maintaining positive relationships and setting realistic expectations between service providers, store associates, and customers.
* Coordinate schedules between service providers, store associates, and customers.
* Utilize knowledge of multiple systems and screens to provide assistance in a timely manner.
* Consistently work efficient under limited supervision

**Various, Wyndham Worldwide / RCI , Indianapolis, IN, June 2016 – September 2018**

Customer Care Representative

* Resolve complex issues for guests within in a timely manner with the most efficient solutions
* Maintain professionalism in challenging and stressful situations.

General Managers Hotline

* Assist General Managers and Owners in maintaining a positive relationship with customers
* Maintain control of call and find most adequate and up to date solutions to maximize hotel investment.
* Log and respond to correspondences between hotel management and owners.