**Ashley Parker**

**Junior Software Developer**

Cleveland, OH | 440.724.2687 | [ash.anne.parker@gmail.com](mailto:ash.anne.parker@gmail.com) | linkedIn.com/in/ashley-parker0724/

Former Senior Service Advocate and Support Analyst transitioning into a Software Development role after completing We Can Code IT Bootcamp.  A recent introduction to programming graduate eager to add value in an entry-level developer position. General knowledge of programming basics combined with working knowledge of HTML, CSS, and C#. Quick learner with excellent communication skills.

**Technical and Transferable skills**

C# • Spring Boot• Spring JPA • JavaScript •Spring MVC • HTML • CSS (Flexbox and Grid) • TDD • Agile (Scrum) • Object Oriented Programming (OOP) • JSON • REST APIs • Responsive Design / Mobile • Source Control / Git • Problem-solver • Good communication skills • Detail orientation • Patient

**Software Development Project Experience**

**GitHub link:** https://github.com/ashley-anne

**Web API Client, by Ashley Anne**

* Technologies used: C#, xUnit
* Designed and implemented movie recommendation application in 4-person team over 10 weeks.

**About Me, by Ashley Anne**

* Technologies used: HTML, CSS, Bootstrap, JavaScript
* Quick overlook of my current proficient technologies and quick professional overview.
* Enabled users to be recommended to movies based on 50+ data points; awarded most innovative project by (instructors).

**Project Name, Developer**

* Technologies used:
* Project description:

**Education**

**Certificate, Introduction to Programming**, We Can Code IT Coding, Cleveland OH (In Progress)

Courses completed

* Acquired theoretical knowledge and practical experience through the development of mobile applications and responsive websites using full-stack C#, Java, HTML, CSS, Bootstrap, JSON, and SPA frameworks.
* Cultivated strong leadership skills and capabilities as a team lead for multiple projects while consistently utilizing Agile/SCRUM methodologies.
* Planned, designed, and developed professionally programmed applications in collaborative, team-based, and independent settings, demonstrating the proficiency to earn Software Development Certificate.

**Six Sigma Lean Certification - Yellow Belt**, Six Sigma Global Institute (SSGI*)* March 2022

**Bachelor of Science Degree, Cyber Security**, The University of Phoenix (In Progress)

**Experience**

**Senior Advocate**, Farmers Group Insurance, Independence, OH 02/2020 - 06/2022

* Track record of completed screenings, and assessments, including demographic and clinical information.
* Proactively implemented solutions that establish high-quality client service relationships
* Completed customer insight reports and input over 12,000 units of sensitive data.
* Led and participated in numerous focus groups resulting in simplifying account handling for 2 business units in the organization.
* Trained over 30 new hires on company specific policies, procedure, and compliance guidelines.

**Service Advocate**, Farmers Group Insurance, Independence, OH 11/2018 - 02/2022

* Demonstrated high proficiency in subjective metrics, i.e., customer service focus, effective communication, technical knowledge, professional growth/engagement, accountability/dependability, technical knowledge, and decision making.
* Answered 75 (avg.) calls per day exceeding quota by 15%
* Proactively memorized over 25 company products and services.

**Senior Support Analyst**, Oracle, Solon, OH 10/2017- 10/2018

* Managed multiple company profiles
* Interfaced with internal clients, vendors, managers, IT & Product Development to resolve problems.
* Successfully directed the on-time, on-budget completion of the company-wide upgrade to Windows 10 and Office 365 impacting more than 50 onsite staff and five remote employees.
* Investigated, diagnosed, and responded to breakdowns, with solving computer software and hardware faults. Obtaining replacement or specialist components fixtures or fittings.

**Senior Sales/Service Consultant**, Progressive Insurance, Mayfield Village, OH, 06/2015 - 08/2017

* Established and maintained relationships with current and prospective brokers and clients via networking and representing the Company at association meetings, trade shows (booths, exhibits), and other functions as required.
* Develops and maintains an understanding of company history/philosophy and services provided and competition. Maintains licensure and industry knowledge through continuing education classes, professional industry memberships/general business periodicals, and journals.
* Received a 5-star customer satisfaction rating through voice, chat, and email communications.
* Interviews prospective clients/brokers to evaluate dental and specialty benefit requirements and financial goals and follows up on sales leads.
* Developed and delivered sales proposals, closed deals, and finalized contracts for the sale of group personal lines and specialty business in a professional and effective manner. Meets established sales quotas and revenue goals within the assigned time frame.
* Completes and submits requests for rates to support personnel for processing proposal information.
* Participated in sales/service forecasting and planning as needed. Oriented, trained, and assisted more junior-level staff.

**Lead Resolution Specialist,** Time Warner Cable, Garfield Hts, OH 04/2012 - 06/2015

* Led teams of 10 or more reps. Responsible for setting and monitoring team members’ schedules, attendance, and productivity on the floor.
* Provided coaching and feedback to under-performing representatives to increase their production by 3% on average.
* Identified areas to increase revenue, production, and efficiency of the team. Delivered weekly audits to team members, delivered positive feedback to assist in increasing their productivity and accuracy rates as they progress in their learning.
* Elevated guest-satisfaction index from 86% to 92%; ensured the swift resolution of customer issues to preserve customer loyalty while complying with company policies.