

Asia Shorter

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Portfolio: <https://ashorteat.github.io/>

Objective:

A self-motivated, creative, and ambitious IT professional seeks to join a great company to make a direct impact on the company's business and to expand my skills and professional development.

Education:

Bachelor of Liberal Art, *Purdue University*, West Lafayette, IN, 2015

JavaScript Software Development, *Eleven Fifty Academy*, Indianapolis, IN, 2019

Competencies:

- Proficient time management skills and able to prioritize. Balances work, team support and ad-hoc responsibilities in a timely and professional manner.
- Proven ability to make sound decisions based on valid information.
- Demonstrated accountability for ethical practices in the workplace and outside the workplace.
- Worked efficiently with all co-workers and complete work following specific instructions, policies and procedures.
- Flexible and analytical with a keen eye for details; skilled at synthesizing and editing information to achieve overall objectives.
- The capacity to learn and apply additional information quickly and accurately.

Technical Skills:

Languages: JavaScript, HTML, CSS

Operating Systems: Microsoft Windows, macOS

Office tools: MS Office (Word, Excel, Powerpoint, Outlook, Access, OneNote)
Google Drive (Docs, Sheets, Forms, Slides)

Web Technologies: Google Firebase, Github, Heroku, React, Node.js, Bootstraps, Express,
Postman, Postgres SQL, Visual Studio Code, CodePen, CodeSandbox

Professional Experiences:

Customer Service Representative, Indiana Public Retirement System, State of IN, Aug 2017- Sept 2019

- Work directly with customers to answer questions and resolve issues, including but not limited to wage and contribution processing, member enrollments, pension relief, retirement and disability processes, plan provisions and any other day to day items relating to the administration of retirement plans.
- Knowledgeable on the relevant Indiana code sections and stay up to date regarding changes to the code and any other applicable statutes.
- Assist with the training and development of 10 new employees on system navigation and customer service.
- Track all contacts made with customers and properly document each account to ensure that, should the issue arise again, it can be responded to quickly and efficiently.

Password Reset Team Member, Modis (Contracted to Charles Schwab), Jan. 2017- July 2017

- Performs well in a fast pace inbound call center. Maintains a polite and professional manner via email, telephone, and face- to-face.
- Ability to establish rapport with clients over the phone and experienced in de-escalating 20+ frustrated customers.
- Completed voluntary client relations training to learn ways to enhance customer satisfaction and improve productivity.

National Accounts Technical Support Representative, Comfort Systems USA, Aug. 2015- Sept 2016

- Assists customers in creating service orders and troubleshooting any technical issues.
- Maintain a high-volume workload within a fast paced call center environment. Assisted an average of 400 clients in any given week.
- Dispatches service repair orders and monitors the status of repairs
- Multi-task systems while providing service and maintaining quality work
- Take ownership of an issue and seeing to it that the situation is resolved as promptly and effectively as possible. Exercises good judgment and make appropriate decisions in performance of duties.