

Ashlee Workman

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EDUCATION

Indiana University, Bloomington, IN
Bachelor of Science in Informatics
Minor: Business
Cumulative GPA: 3.055

December 2015

WORK EXPERIENCE

WebLink International Indianapolis, IN

Web Developer

June 2015 – Currently

- Integrates components of WebLink software into client website.
- Conducts quality assurance testing for websites to ensure proper functionality.
- Addresses client feedback on websites and makes updates or fixes as needed.
- Resolves miscellaneous web-related support tasks as assigned.

FormAssembly by Veer West, LLC Bloomington, IN

Support & Onboarding Specialist

August 2015 – June 2016

- Analyzes user requirements and assists users with the design and integration of web-based forms through the FormAssembly software.
- Resolves technical user issues varying from troubleshooting CSS, HTML, and JavaScript errors, debugging, and configuring integration with other services such as Salesforce, Authorize.net, Paypal, Google Sheets, and FreshBooks.
- Develops informative support documentation for the FormAssembly software.

Support Intern

May 2015 – August 2015

- Acted as lead in the evaluation of the implementation of the in-application support system, Intercom.
- Gathered feedback from the FormAssembly support team and FormAssembly users to evaluate the user experience of the Intercom
- Developed and implemented a support team schedule that allows the FormAssembly support team to meet their target of having an average initial response time below 2 minutes

Crane Federal Credit Union, Bloomington, IN

July 2013 – January 2014

Teller

- Established a strong rapport and credibility with credit union members by using effective communication skills to discover member needs.
- Resolved member concerns, implementing the solution(s) most satisfying to both the member and management.
- Assisted management in the daily balancing and weekly auditing of the Automated Teller Machine.

Old National Bank, Bloomington, IN

January 2011 – September 2012

Customer Service Representative

- Consistently exceeded sales and referral goals by promoting bank services and products.
- Established a strong rapport and credibility with customers by using effective communication skills to discuss and analyze customer needs.

TECHNICAL SKILLS

Languages: Python, Ruby, SQL, MATLAB

Web Development: HTML, CSS, JavaScript, jQuery, XML

Miscellaneous: Search Engine Optimization, Microsoft Access, Microsoft Excel

LEADERSHIP EXPERIENCE

Old National Bank, Bloomington, IN

June 2011 – September 2012

Teller Mentor/Senior Teller

- Certified by Human Resources to train new tellers.
- Distributed cash to tellers, as needed, through vault buys/sales and conducted teller cash drawer audits.
- Maintained the cash vault, balancing it daily, and ensured that branch cash limits were not exceeded.
- Prepared outgoing cash shipments to vendor and placed orders for incoming cash shipments.
- Oversaw the daily balancing and weekly auditing of the Automated Teller Machine.

Kicks Dance Studio, Bloomington, IN

June 2009 – June 2010

Dance Instructor

- Taught various jazz and hip-hop classes to students between the ages of 9 and 18.
- Created a fun learning environment for students.
- Developed fun choreography tailored to each class and age group.