

Ballard Mer-Ross Ingram

Web Developer



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Austin, Texas



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Career Objective

I am a web developer with proven Leadership abilities to guide teams towards success. In my operational background I developed my skills and qualifications through diverse experiences that build meaningful relationships, challenge my Leadership approach, and keep my focus on personal career growth. As industries develop with innovation and client demands I adapt quickly and create new resources for those that will use them to exceed expectations in their daily responsibilities and goals.

I am eager to join a team that will present challenges and learning opportunities that showcase my technology skills.

Education

Certificate
Full Stack Web Development
UT of Austin

January 2022 to July 2022

Technology Skills

Bulma	MongoDB
CSS	Node.JS
Express.JS	NoSQL
GraphQL	PWA
Handlebars	React.JS
HTML	SQL
Javascript	Tailwind

Professional Skills

AMS	Five9
Avaya	MadCap
Bill.com	Payleap
Cisco Suite	Power BI
Clearview	Salesforce
ClickUp	Tableau
EZLynx	Verint
FIS Suite and Cards	Zendesk

Licenses

Property & Casualty NPN - 19190400 Resident State - TX TX License - 2413144	Other States AL, AZ, CA, CO, CT, FL, GA IL, IN, MI, MO, NC, NJ NY, OH, PA, SC, VA, WA
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Work Experience

Web Developer on **Hello World**
07/2022

- Created Data Objects for GraphQL Models.
- Created Wireframe and Components for Desktop and App
- Assisted with Stripe API and Cloundinary

Web Developer on **{COD}EZ.Community**
05/2022

- Created Routing, Schema, Seeds, and Models
- Created Wireframe and Components for Desktop

Web Developer on **Superhero Wiki**
03/2022

- CSS Styling using Tailwind, HTML, and Media

Process Workflow Manager at **bolt Access**
06/2020 - 02/2022

- Develop processes through partnerships with Underwriting, Customer Service, Sales, and Agency Managers aimed at improved efficiency of processing role responsibilities and daily schedules. This covers an organization of over 100 employees within Distribution.
- Oversee workflow and call queues; assist with open case management; reassign and resolve escalations; and ensure Platform Queues are within SLA.
- Aggregate and analyze data used in the company Staffing Model. For Finance, Executive Teams, and Front-End Managers.

Service Manager at **bolt Access**
02/2019 - 06/2020

- Coach and Develop a team of thirty (30) licensed and unlicensed Property & Casualty Insurance Representative responsible for inbound calls.
- Investigate and resolve corporate escalations from inbound calls, our website, and corporate emails. This involved creating processes to prevent controllable losses.