Bobby Brice

Full Stack Developer

Looking for a challenging role in a culture driven organization to utilize my technical, database, and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in web development.

📞 905-570-6744

🌐 https://bobby-brice.herokuapp.com/

✉️ bobby.brice@gmail.com

SKILLS

- JavaScript
- jQuery
- Node
- Express
- React
- PostgreSQL
- SASS
- Jest
- StoryBook
- Cypress

HOBBIES

CERTIFICATIONS

Manager Ready
Development Dimensions International

Public Speaking
Podium Consultants

IFIC Investment Funds in Canada
CSI

LLQP Life License Qualification
CSI

WORK EXPERIENCE

CI Investments
Supervisor, Client Services

(March 2014 - Present)

☐ Manage and develop a team of 13-15 Financial Service Representatives through coaching, goal setting and mentoring
☐ Establish and execute processes to optimize call center coverage and exceed service level targets
☐ Deliver exceptional customer experiences, and demonstrate good problem-solving skills when handling escalated inquiries and client complaints
☐ Manage, delegate and participate in projects across the organization; which include various case/user tests for internal applications or services such as Salesforce, client/advisor portals
☐ Create new reports and dashboards on Salesforce to analyze trends and better understand CI's customers and their needs
☐ Maintain relationships with Sun Life Compliance and perform investigative functions related to client complaints

CI Investments
Team Lead, Client Services

(January 2013 - March 2014)

☐ Monitored day-to-day operations and provided ongoing guidance and support to a team of 13 – 15 Financial Service Representatives
☐ Acted as an escalation and reference point for team members
☐ Participated in the appraisal and development of Financial Service Representatives while driving team results through constant monitoring and coaching
☐ Built and maintained effective rapport other business units including Operations, Product, Legal, Compliance, IT Services, etc.

EDUCATION

Mohawk College School of Business
Honours Business Accounting & Finance

(September 2004 - June 2008)

Juno
Introduction & Advanced Web Development

(June 2018 - May 2018)

Juno
JavaScript Fundamentals & Advanced JavaScript

(January 2019 - May 2019)

Treehouse
Full Stack Tech Degree

(August 2019 - December 2019)

Lighthouse Labs
Full Stack Immersive Bootcamp

(May 2020 - August 2020)