

BRIAN HARGROVE

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Indianapolis, Indiana

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<https://brian-hargrove.github.io/brianhargrove/>

OBJECTIVE:

Dedicated Web Developer looking to utilize Customer and Client Service experience to transition to Tech from the Consumer Research Industry.

EDUCATION:

Eleven Fifty Academy

September 2020 – December 2020

Web Development Immersive Bootcamp

12-week immersive learning program for Web Development taught with industry-guided curriculum, real-world project-based learning, and 500+ hours of logged coding time and training.

Ball State University

August 1990 – December 1994

Bachelor of Science: Marketing

TECHNICAL SKILLS:

APIs, CSS, DOM, Firebase Deployment, GIT, GitHub, HTML, JavaScript, Node.js, React, Heroku, MS Office

FUNCTIONAL SKILLS:

- Able to Manage multiple studies at once ensuring study requirements were met and studies were completed in allocated time frame.
- Able to meet with clients on site to provide an introduction on capabilities for their project, familiarize them with the process, and ensure that their needs were met.
- Able to collect and categorize participant and potential participant information and input data into Access to facilitate potential candidates for future studies.

COMPETENCIES:

Project Management, Time Management, Flexibility, Interpersonal Skills, Quick Learner,

TECHNICAL PROJECTS:

Portfolio -- <https://brian-hargrove.github.io/brianhargrove/>

- Built from scratch using HTM, CSS, and Bootstrap4

Travel App -- <https://wanderlust-1150.herokuapp.com/>

- Built from scratch fetching data from an API using React and Node

PROFESSIONAL EXPERIENCE:

OPINIONS, LTD, Indianapolis, IN

December 2010 – June 2020

Facility Manager

Responsible for determining workforce needs based on project requirements to ensure the completion of multiple projects. In charge of running branch office covering hiring and training staff, managing project quotas to ensure projects completed on time and updating clients project status.

- **Established best practices** for interviewers and provided constructive feedback that enhanced performance and improved customer service.
- **Positive mentor** who identifies and utilizes talent effectively and motivates/ coaches telephone representatives to deliver best in class customer service.
- **Resourceful problem solver** and hard worker who is loyal, flexible and readily adjusts to changing business needs.
- **Highly experienced leader** with 25 years in a customer-driven environment with emphasis on Facility Management and Quality Improvement.

WALKER INFORMATION, Indianapolis, IN

May 1992 – July 2009

Project Director (2/2006 – 7/2009)

Project Supervisor (8/1996 – 2/2006)

Responsible for determining workforce needs based on project requirements, providing quotes to potential clients, interviewing/hiring/coaching employees, supervising telephone interviewers, and managing profile sheets and status reports.

- **Initiated process improvements** including creation of a comprehensive responder database in MS Access and email surveys using MS Word, Access & Outlook that reduced recruiting time/simplified the qualification process.
- **Developed positive working relationships** with potential and current clients to provide information, introduce process and establish strong lines of communication that consistently resulted in winning contracts.