

BRIAN HARGROVE

brian.hargrove@outlook.com

317-514-4883

Indianapolis, Indiana

www.linkedin.com/in/bdhargrove

<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 Web Development Immersive Bootcamp December 2020

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 December 1994

Bachelor of Science: Marketing

TECHNICAL SKILLS:

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

TECHNICAL PROJECTS:

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

- Built from scratch using HTML, CSS, and Bootstrap4

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

- Built with a team from scratch fetching data from an API using HTML, CSS, ReactJS and NodeJS

Golf App - <http://ontheteeclient.herokuapp.com/>

- Built using HTML, CSS, ReactJS Legacy, NodeJS, Postgres

PROFESSIONAL EXPERIENCE:

Facility Manager *OPINIONS, LTD, Indianapolis, IN* *December 2010 – June 2020*

- 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.
- Manage multiple projects ensuring project requirements were met and completed in allocated time frame.

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.
- Able to collect and categorize participant and potential participant information and input data into Access to facilitate potential candidates for future studies.