

## **BRIAN HARGROVE**

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

### **OBJECTIVE:**

Dedicated Web Developer student looking to utilize Customer and Client Service experience to transition to the web development World 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, MS Office

### **FUNCTIONAL SKILLS:**

- Managed multiple studies at once ensuring study requirements were met and studies were completed in allocated time frame.
- Met 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.
- Collected and categorized participant and potential participant information and input data into Access to facilitate potential candidates for future studies.

### **COMPETENCIES:**

Project Management, Time Management, Flexibility, Body Language Awareness, Quick Learner,

### **TECHNICAL PROJECTS:**

- Portfolio -- <https://brian-hargrove.github.io/brianhargrove/>
  - Built from scratch using HTM, CSS, and Bootstrap4

## PROFESSIONAL EXPERIENCE

### ***OPINIONS, LTD, Indianapolis, IN***

***December 2010 – June 2020***

#### **Facility Manager (12/2010 – 6/2020)**

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.

### ***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.

## SELECTED ACCOMPLISHMENTS

- **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.
- **Established best practices** for interviewers and provided constructive feedback that enhanced performance and improved customer service.
- **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.
- **Highly experienced leader** with 25 years in a customer-driven environment with emphasis on Facility Management and Quality Improvement.
- **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.