**Chad Collins**

Columbus, OH

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**Summary**

Creatively minded full-stack developer who loves problem solving and working to foster successful teams. Extensive history in the wireless industry, including managing teams, providing technical support, B2B sales, and customer service. Intent on using my technical and creative skills within an organization who shares my values around strong collaboration and communication.

**Technical Inventory**

Javascript | HTML 5 | CSS 3 | Vue.js | Node | Flexbox | Grid | OOP | Java | Spring Boot | Junit | JPA | Hibernate | H2 | MVC | TDD | Agile (Scrum) | Ubuntu | Windows | MacOS | Photoshop

**Education**

**Certificate of Software Development, 2019**

*We Can Code It, Columbus, OH*

Attended a full-time, full-stack development bootcamp, learning Agile Methodologies, Test Driven Development, and OOP principles from industry experts.

**Projects**

**Node.JS Discord Bot**

*https://chadcollins.net/projects/nodejs-discord-bot*

Created a discord bot using Node.js that allows users to set custom audio channel greetings and play local sound files for their current voice channel.

**Jamstack Blog Starter**

*https://chadcollins.net/projects/jamstack-blog-template*

Boilerplate for a Jamstack blog using Gridsome. Data is queried using GraphQL. I've incorporated the CSS framework Bulma to allow for quick prototyping. I've also included Netlify CMS to allow non-coders to manage sites built with the template.

**Vue.js Movie Catalog**

*https://chadcollins.net/projects/movie-trailers*

Single Page App for displaying movies with actors and their respective movies. It sources its data from a public API. Created with front-end technologies including Vue.js, Javascript, CSS3, HTML5, Flexbox, Grid, and Git.

**Experience**

**Verizon Wireless, Columbus, OH**

*Supervisor of Customer Service, Aug 2014 – Nov 2018*

* Motivated a team of 12-14 representatives using daily and weekly performance coaching.
* Effective goal setting while clearly setting team objectives.
* Drive career progression within my team to promote mastered skills.
* Continuously improved productivity of representatives by recognizing deficiencies and creating customized coaching and action plans.
* Created a team culture that promoted advocating for customers and finding ways to add value to their experience through additional products and services.
* Ensured brand repair through customer follow-up.

**Verizon Wireless, Columbus, OH**

*Technical Support Representative, Dec 2012 – Aug 2014*

* Provided exceptional customer service and technical support for internal and external voice and data product customers.
* Troubleshoot hardware and software issues and identify network/applications issues.
* Provided detailed information on how to set up/configure data and voice products.
* Verified provisioning and diagnose device or Network issues.
* Troubleshot for PC Operating systems, specifically Device Manager and TCP/IP configuration.
* Used various administrative department tools and on-line resources for customer resolution.
* Used trouble ticket system for tracking customer interactions and problem resolution.

**Verizon Wireless, Mansfield, OH**

*Sales Representative, Aug 2010 – Dec 2012*

* Educated and generated excitement for customers while creating innovative business solutions.
* Understood and sold cutting edge integrated software solutions including Cloud, Security, and Google platform.
* Generated revenue and met sales targets.
* Developed and qualified leads within respective territory to drive additional sales opportunities through cold-calling and leading generation campaigns.
* Closed sales and customer contracts.
* Provided follow-up training for new business customers.
* Tracked and reported progress through sales force automation tools.