Vince Lollino, CSM

Agile Full Stack Web Developer

Addison, IL

vincelollinoDev@gmail.com

630-290-0063

Self-motivated, quick learner with great customer service transitioning into Web development.

Authorized to work in the US for any employer

Work Experience

Web Developer Boot Camp

MicroTrain Technologies - Chicago, IL

September 2019 to Present

• Learning front-end and client-side development starting with HTML, CSS and JavaScript. Working with libraries and frameworks such as jQuery, Bootstrap and Angular. Learning how to use web technology to build hybrid mobile applications using Apache's Cordova.
• Learning how to work with third party APIs from vendors such as Google, Nasa, Twilio and LinkedIn. Learning the server side by working with LAMP (Linux, Apache, MySQL, PHP) and MEAN (MongoDB, Express, Angular, Node,js) stacks.
• Additionally, learning security best practices and mobile first design concepts as well as extreme programming, agile and scrum methodologies.
• Earned Certified Scrum Master certificate.

Client Experience Specialist

CarAdvise - Chicago, IL

2018 to 2019

• Developed SOP for Client Experience/Operations team to follow to ensure positive outcomes and repeat transactions from customers.
• Answered inbound chat inquiries about our company, how to schedule appointments, basic vehicle maintenance, and repairs.
• Entered procedures using Confluence.
• Acted as QA Engineer until one was hired.
• Used JIRA to log bugs and product improvement ideas.
• Used SQL to run reports to recommend procedural changes.
• Acted as liaison between customers and partners to ensure positive customer experience.
• Learned basic Ruby programming skills to make scripts more useful and relevant to the business.

Marketing Service Representative

Epsilon Marketing - Chicago, IL

2016 to 2017

• Contacted assigned customers monthly to check on the performance of the ConsumerConnection Program.
• Sold direct mail marketing campaigns.
• Made recommendations on how the customers could get more out of the program.

• Earned "Rising Star" award in my first quarter on the phones for excellence in sales

Service Advisor
The Autobarn Subaru of Countryside - Countryside, IL
2014 to 2015

• Documented customer concerns about their vehicles for the technicians.
• Up-sold based on tech recommendations and service intervals by creating value for the customer.

Motorcycle Sales Associate
Wildfire Harley-Davidson - Villa Park, IL
2014 to 2014

• Worked with prospective customers to find a bike that fit them aesthetically, physically, and financially.
• Sold five motorcycles my first month, 11 my second and 13 my third.

Senior Admissions Advisor
Chamberlain College of Nursing - Addison, IL
2010 to 2014

• Interviewed prospective students over the phone about their career and educational goals.
• Enrolled prospective students into the online RN to BSN completion option.
• Met or exceeded plan in every session except two in four years.
• Earned Advisor Teach Award and the Shining Star Award for service excellence

Account Representative
Trivantage LLC - Addison, IL
2005 to 2009

• Traveled to sell fabric and hardware to awning, marine and upholstery fabricators.
• Secured large blanket sales from key accounts to ensure revenue.
• Used excellent interpersonal skills to develop strong relationships with all accounts to breed loyalty.
• Earned a Sales Excellence award in 2007 for 10% growth year-over-year.

Education

B.A. in Psychology in Psychology, Area of Concentration - Music
Aurora University - Aurora, IL
September 1996 to June 1998

A.A. in Human Services & Music
College of DuPage - Glen Ellyn, IL
January 1994 to May 1996

High school or equivalent
Addison Trail High School - Addison, IL
September 1988 to June 1992

Skills

- HTML5 (1 year)
- Ruby (Less than 1 year)
- Jira (1 year)
- SQL (1 year)
- As400 (3 years)
- Excel (10+ years)
- Outlook (10+ years)
- Powerpoint (10+ years)
- Word (10+ years)
- Visual Studio Code (Less than 1 year)
- Publisher (10+ years)
- CSS (1 year)
- JavaScript (Less than 1 year)
- Apache (Less than 1 year)
- Linux (Less than 1 year)
- MongoDB (Less than 1 year)
- PHP (Less than 1 year)
- MySQL (Less than 1 year)
- Express (Less than 1 year)
- Angular (Less than 1 year)
- Node.js (Less than 1 year)
- JSON (Less than 1 year)
- JQuery (Less than 1 year)
- Bootstrap (Less than 1 year)
- Troubleshooting (1 year)
- NoSQL (Less than 1 year)
- PostgreSQL (Less than 1 year)
- Phone Etiquette (10+ years)
- Scrum Software Development (1 year)
- Agile Software Development (1 year)
- Editing (10+ years)
- Proofreading (10+ years)
- Leadership Experience (5 years)
- Team Building (4 years)
- Analysis Skills (10+ years)
- Customer Service (10+ years)
- Salesforce (10+ years)
- Teaching Experience (2 years)
- Messaging (10+ years)
- Writing Skills (10+ years)
- Presentation Skills (10+ years)
- Driving Experience (10+ years)
- Cooking (10+ years)
- Sales Experience (10+ years)
- Front End
- Angularjs

- HTML

Links

http://charliefog1974@github.io

http://www.linkedin.com/in/vince-lollino-addison-il

https://bcert.me/bc/html/show-badge.html?b=kojxiiua

Certifications and Licenses

CSM
October 2019 to October 2021

Awarded through the ScrumAlliance.

SQL for Data Science
March 2019 to Present

Completed on Coursera through UC Davis.

Additional Information

SKILLS & ABILITIES
- MS Word, MS Excel, MS PowerPoint, MS Publisher, MS Outlook, Salesforce, AS400, General AV including portable projectors, Public Speaking, Anthony Robbins and Associates methodologies, JIRA, Confluence, Google Docs, Google Sheets, Beginning SQL, Minimal Ruby, Minimal HTML, RingCentral, Certified ScrumMaster.