Clinton Hays

Junior Front End Web Developer

Goyang, South Korea
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EXPERIENCE

ESL Educator, South Korea

December 2015 - PRESENT

As an ESL Educator I lead classes focusing on speaking, reading and writing, develop tests and rubrics, administer assessments, design core curriculum and lesson plans, and communicate student progress to teachers and parents. In addition, I teach business English to adult students.

Call Center Manager, Edmond, OK — *University of Central Oklahoma*

September 2014 - December 2015

While working as the Call Center Manager at UCO, I managed 12 employees, created a quality assurance program, introduced new training protocols, and worked with IT to implement a new phone system which included a custom call tree. In addition, I communicated process changes across multiple departments within the Office of Student Affairs.

Subrogation Specialist, Oklahoma City, OK — *Farmers Insurance*

March 2012 - September 2014

During my time at Farmers Insurance, I held many positions including auto claims adjuster, training mentor, arbitration specialist, and subrogation specialist. My main duties included investigating cause and determining fault in auto accidents, defending claim decisions in arbitration hearings, and assessing & negotiating repair costs during the subrogation process.

EDUCATION

Treehouse — *Front End Web Development Tech Degree*
October 2020

FreeCodeCamp — *Responsive Web Design Certification*
June 2020

University of Central Oklahoma — *Bachelor of Arts: English– Creative Writing*
May 2009

LANGUAGES

HTML5

CSS3

Sass

Bootstrap

JavaScript

Git

SKILLS

Problem Solving

Critical Thinking

Creativity

Organization

Communication