Clinton Randolph Hays

Muskogee, Ok • 580-768-9669 • clintonhays84@gmail.com • linkedin.com/in/clintonhays • www.crhdev.com

SUMMARY

Junior front-end engineer with passion for meaningful user interactions, engaging user experience, and clean, readable code that adheres to web standards of accessibility and performance.

SKILLS

• HTML	• SCSS	• Problem Solving	• Creativity
• CSS	• Bootstrap	• Organization	• Communication
• JavaScript	• Git	• Critical Thinking	• Adaptability

EXPERIENCE

GnB Academy, Ellin Nature Kids, Winny Winny Education: South Korea - *ESL Educator*

December 2015 - PRESENT

- Leads classes focusing on speaking, reading, and writing
- Develops tests and rubrics and administers progress assessments
- Designs core curriculum and lesson plans
- Plans monthly projects
- Communicates student progress with teachers and parents

University of Central Oklahoma: Edmond, Ok - *Call Center Manager*

September 2014 - October 2015

- Managed 12 employees
- Developed quality assurance program and training protocols
- Oversaw development of new phone system including a custom call tree
- Communicated process changes across multiple departments within Office of Student Affairs

Farmers Insurance: Oklahoma City, OK- *Subrogation Specialist*

March 2012 - September 2014

- Investigated and determined liability in auto accidents
- Defended claims decisions during arbitration process
- Assessed and negotiated repair costs during subrogation process
- Mentored new liability adjusters
- Acted as employee liaison during incentive negotiations

EDUCATION

University of Central Oklahoma: Edmond, Ok - *English: Creative Studies*

September 2005 - May 2009

Certificates

Team Treehouse - *Front End Web Development*

October 2020

FreeCodeCamp - *Responsive Web Design*

June 2020