Patrick Daley

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Objective

* I am seeking a professional Analyst role that combines business and technology to enhance the customer and employee experience while working in a team-based environment to achieve and surpass departmental goals.

PROFESSIONAL EXPERIENCE

**Freelance** Palm Beach Gardens, FL **May 2018 – Present**

**Web Developer**

* **Reduced churn rate from billing issues with several customers by analyzing, explaining the bills in detail, submitting system errors for correction and timely customer follow-up.**
* **Go-to Rep for all technical issues with every device we carry in the store and promotions.**

**Verizon Wireless** Palm Beach Gardens, FL **April 2016 – April 2019**

**Solutions Specialist**

* **Reduced churn rate from billing issues with several customers by analyzing, explaining the bills in detail, submitting system errors for correction and timely customer follow-up.**
* **Go-to Rep for all technical issues with every device we carry in the store and promotions.**

**Verizon Wireless**, Palm Beach Gardens, FL **July 2015 – March 2016**

**Experience Specialist**

Conducted wireless workshops with customers to showcase and educate on technological solutions such as smartphones, tablets and smart accessories. Supported daily business operations, such as selling, inventory control, and transaction processing.

* ***95% overall customer satisfaction in the above role.***
* ***Ensured Sales reps were knowledgeable with promotions, features of the devices and training.***

EDUCATION

**Bachelor of Science, Computer Science May 2015**

Florida Memorial University, Miami Gardens, FL

*Magna Cum Laude May 2015, Division Award Oct. 2013, President’s List Dec. 2014*

Skills & Abilities

**Technical Skills** -HTML, CSS, JavaScript, React, Git/GitHub, Postgresql, Node.