Stephen D. Bullocks

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407-961-2405

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| Links | | |
|  | LinkedIn: <https://www.linkedin.com/in/stephen-bullocks-899559141/>  Portfolio: <https://sbullocks.github.io/challenge-2-portfolio/>  GitHub: <https://github.com/sbullocks/> | |
| objective | | |
|  | To get an entry level position in Web Development relating to front-end, back-end and/or database management. | |
| Experience | | |
|  | | **May 2021 – July 2022**  *Florida Office Manager*  Responsible for supervising and dispatching technicians throughout Florida and Georgia. Ensured customer/client satisfaction with follow ups. Coach and train technicians on customer service, sales, technical & mechanical knowledge, and company products and services. Provide technical support in the field, resolve escalated customer complaints, and ensure compliance with the company’s core values and purpose. Provide consistent and accurate feedback, encouragement, support, professional development, sales training and coaching to Service Technicians. Partner with service, dispatch, warehouse, and any other necessary departments to ensure timely and accurate service to customers in accordance with company standards and procedures. Follow up and resolve escalated customer disputes/complaints, ensuring an effective and long-term problem resolution. Plan, forecast and coordinate AC Service work orders. Communicate clear goals and expectations to AC Service Technicians. Ensure that each Service technician has the parts, materials, and tools needed to do their job. Ensure that safety topics are incorporated into one-to-one coaching conversations, weekly meetings, and training sessions. Experience by going into the field to learn and train like a technician.  **November 2020 – May 2021 Advanced Plumbing Technology**  *Plumbing Contractor*  Cast iron pipe replacement specialists. Iron pipe replacement specialists. We use advanced equipment to show each homeowner the current state of their pipes running under their homes, assess the damage in a quick non-destructive manner and provide affordable solutions to bring their decrepit plumbing into modern standards that will last a lifetime.  Initial inspection > assessment > consultation > mitigation/replacement > system test > clean up  **August 2018 – October 2020 CD Maintenance Company Lake Mary, FL**  *Senior Team Leader*  Ensuring each client is efficiently and effectively managed. Making sure vendors are up to date with latest policies and procedures. Ensuring accurate and timely updates to both the clients and the vendors. Coaching and development to ensure growth and productivity in the right direction. Creating, editing and approving quotes to complete work orders. Reporting to ensure consistency in production as well as work load per agent. Attendance and discrepancy tracking. Building long lasting relationships with clients. Ensuring client satisfaction through communication and timely resolutions on work orders. Creating a positive environment for both our employees and our clients/vendors. Creating and managing all new client how to guides and onboarding documents. Recruiting for new vendors in areas that need help and building relationships to keep vendors in low work areas.  **November 2016 - April 2018 24-7 Intouch Credit Karma Altamonte Springs, FL**  *Senior Team Leader (Manager)*  Directs and manages all operational activities during shift and away from work. Contributes to the site’s overall strategic direction. Directly manage Team Managers, Team Leaders and Customer Service Representatives. Ensures production objectives and performances standards are met. Scheduling per volume forecasts. Keeping Headcount ratios per contractual agreements. Reports directly to all major departments at Head Office, HR, WorkForce and IT. Excellent communication skills; listening, writing, and verbal. Great organizational and time management skills. Experience with maintaining and developing operational statistics, financial management information, and results reporting.  **May 2016 - November 2016 24-7 Intouch SHOWTIME Altamonte Springs, FL**  *Team Leader (Manager)*  Provide front-line direction to CSRs, ensure quality service is provided in customer interaction. Represent clients and learn and maintain knowledge of client brand and philosophy, as well as products, promotions and processes. Coaches, advocates and role models for CSRs. Promote professional and personal development of individual team members by administering performance evaluations, training needs, progressive disciplinary actions, and career opportunity programs.  **Nov 2014 – May 2016 Convergys AT&T Lake Mary, FL**  *Team Leader (Manager)*  Effectively interact with team members of different backgrounds/temperaments, demonstrate genuine interest in members, maintain open lines of communication, advocate for members, coach member on performance, write & deliver bi-annual performance appraisal, communicate positive/negative feedback, adaptive coaching, develop relationships, ensure agents metrics are achieved, take end-to-end ownership, meet/exceed deadlines for reporting, create action plans, support other leaders, attend calibration sessions, conference calls, attendance monitoring, input for training, developing.  **2014 – May 2014 Convergys AT&T Lake Mary, FL**  *Team Support Specialist*  Customer service, sales, group interactions, goal setting, problem solving, build stronger relationships, acquire new customers, fast learner, multitasking, chat usage, technical support. Provide floor support (walking & chat), live call listening & coaching, escalation calls, record & document, enforce policies & procedures, up-training agents, phone time.  **2013-Feb 2014 Convergys AT&T Lake Mary, FL**  *Technical Support Sales Rep II*  Included tasks but not limited to: customer service, sales, group interactions, goal setting, problem solving, build stronger relationships, acquire new customers, fast learner, multitasking, chat usage, technical support.  **2012-2013 7-11 Sanford, FL**  *Senior Sales Associate (MIT)*  Cashier, make food, wash dishes, clean store, stock store, stock vault, order/count inventory, check-in deliveries, up-sale, weekly forecast, answer phone, shelf-sequencing, train new staff, and assign task.  **2012-2013 Seminole State College Gym Sanford, FL**  *Gymnasium Staff*  Check identification cards, set up activities, set up school events, make posters, referee, clean gym, open/close gym, count inventory, operate ticket gates at sporting events for the college and sale refreshments. |
| Education | | |
|  | **2022-Present University of Central Florida Orlando, FL**  Full-Stack Web Development (In Progress)  **2011-2014 Seminole State College Sanford, FL**  Business degree  President's Honor Roll  **2007-2011 Crooms AOIT Sanford, FL**  Dean's Honor Roll (3)  High School Diploma  Honor Roll (3)  Perfect Attendance (4)  Student of the Month (4) | |
| Skills and programs | | |
|  | Skills: Full Stack Web Development, MERN, JavaScript, CSS, HTML, GitHub, Quick learner, accountable, dependable, reliable, trustworthy, hardworking, keyboarding, and people skills.  Programs: Full Stack Web Development, MERN, JavaScript, CSS, HTML, GitHub, Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Microsoft Access, Quick comm connect, Verint PeopleSoft 360, Microsoft Exchange email, Estart payroll.CoAd 360 Payroll, ADP Payroll. Work Order Management Systems: Pulse, Corrigo, Verisae, Service Channel, FmPilot, BEST Portal, Building Engine, Confluence, Zendesk, and SharePoint. | |

Projects

* Game Spot Project - <https://sbullocks.github.io/Game-Hub/>
* Interactive Full-Stack Project - <https://projectspot123.herokuapp.com/>
* Readme.md Generator - <https://github.com/sbullocks/professional-readme-generator/>

References

William DiFulvio

(386) 717-1109

Emerald, FL 34667

Front-End Web Developer

Years Known: 6

Kellison, Lisa

(407) 321-9518

2420 S Cedar Ave Sanford, FL 32771

Maid Service

Years Known: 15

Felming, Marillen

(407) 322-4854

1311 E 2nd Street Sanford, FL 32771

Hartsock & Mann LLC

Years Known: 15