# Focus

To combine over 10 years of customer facing roles with my full stack education in order to provide customers with superior service while trouble shooting their issues.

# Skills

* HTML
* CSS
* Bootstrap
* JavaScript
* JQuery
* Ruby
* Rails
* SQL
* AJAX
* Git
* Test Driven Development
* Pair Programming

# Professional Experience

## **VERIZON WIRELESS, Santa Monica, CA December, 2013 – March, 2015**

## **Solution Specialist,** exceeded sales quotas for new lines, renewals and accessories by 25%. Facilitated wireless workshops, which lead to greater sales and less churn. Achieved consistently high national promoter scores, often 100%. Built a loyal following of customers who required patience.

## **CODA INDUSTRIES, Los Angeles, CA April 2013 – December 2013**

**Inside Sales Representative,** managed accounts for Overstock, Bobby Berk and One Kings Lane. Oversaw production and quality control ensuring a near error-free process. Represented Bobby Berk at the Las Vegas Market with $50,000 in sales.

## **ORGANIZING FOR AMERICA, Las Vegas, NV June 2012 – November 2012**

**Field Organizer,** organized communities in Central Las Vegas, the most important region in the state to actively participate in the political process. Trained trainers and volunteers to host house parties, register votes, phone bank and enter data. Motivated individuals to achieve more than they ever expected.

## **O’BRIEN’S IRISH PUB, Santa Monica, CA May 2005 – April 2012**

**Manager,** in charge of operations for two entities: O’Brien’s Irish Pub and Main on Main. Responsible for cost accounting and inventory management. Programmed the point of sale system and reconciled financial transactions.

**Bartender**, increased sales 20% year over year. Operated in a high-pressure environment while maintaining a great sense of humor. Worked directly with customers ensure satisfaction and repeat business. Built and maintained relationships with hundreds of customers.

# Education

## **Epicodus 2015**

Ruby, JavaScript, Rails

## **University of California at Los Angeles 2004 - 2006**

Master of Fine Arts in Screenwriting

## **University of California at San Diego 1988 - 1992**

Bachelor of Arts in Sociology