

DAVID J. BOLT

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EDUCATION

Calvin College, 2005

Grand Rapids, MI

BA Education, English and Spanish

WEB DEVELOPMENT COURSEWORK

- φ The Factory – Modern Web (Enrolled for January, 2017)
- φ Udemy – Complete Web Development 2.0
- φ Codecademy/Codeschool/Khan Academy – HTML, CSS, and JavaScript
- φ Udemy – Agile vs. Waterfall Methodology and Scrum

SKILLS

Communication
Bilingual Spanish
Coaching/Leadership

HTML5
CSS3
Bootstrap

JavaScript
jQuery
Agile Methodology/Scrum

EXPERIENCE

Supervisor, Technical Support

2015 – Present

Amway North America

- φ Led a team of bilingual technical support agents in supporting callers with Amway's digital resources and durable products.
- φ Led effort to redesign existing website error reporting process, and improved error to defect rate from 16% to 81%, while decreasing overall error submission by the end of the 2015.
- φ Right-placed email and case workload throughout the year, and as a result improved service level by an average of 36 hours. Also implemented rigorous QA process in order to ensure timely and consistent messaging from the team.
- φ Partnered with QA lab in IT in order to effectively test upcoming web releases and perfect launches.
- φ Implemented a Skills Matrix methodology in order to properly assess agent skill level and identify individual development plans.

Supervisor, Comprehensive Services

2012 - 2015

Amway North America

- φ Led and coached a team of agents in managing a wide variety of caller inquiries, including order processing, registrations, replacements, and basic web navigation.
- φ Assisted in the development of the leadership coaching program as part of the planning team for all management in customer service.
- φ Represented leadership as part of the Change Management team for the contact center in 2014. One large initiative in particular was the planning and execution of Customer Service Week.

ESL Teacher

2006 – 2012

Wyoming Public Schools

- φ Developed instruction for ESL students in partnership with classroom teachers, and assisted in Spanish communication between students, parents and staff.

Medical Interpreter and Trainer

2008 – 2012

Voices for Health, Grand Rapids, Michigan

- φ Provided medical interpreting services to the Grand Rapids area hospitals and clinics.
- φ Taught multiple 10-week medical Spanish training programs for healthcare professionals from 2009-2011.