

David Bolt

EDUCATION

Calvin College, 2005

BA Education, English and Spanish

834 Walsh St SE, Grand Rapids, MI, 49507

616-334-7482 ☌ davidjbolt@gmail.com

SKILLS/LANGUAGES

HTML5
CSS3/SASS
Gulp
Git/Github

JavaScript
jQuery
Node
Angular

Bootstrap
Agile Methodology
Coaching/Leadership
Bilingual Spanish

DEVELOPMENT COURSEWORK

- ☌ The Factory – Modern Web Class (Completion date, 4/11/17)
- ☌ Oasis Digital - Angular Bootcamp
- ☌ Udemy – Complete Web Development 2.0
- ☌ Udemy – Agile Methodology and Scrum
- ☌ Codecademy/Code School/Khan Academy – HTML5, CSS3, JavaScript

EXPERIENCE

Supervisor, Tech Support

Amway North America

April 2012 – Present

- ☌ Led, coached and developed team of bilingual technical support agents in supporting callers with Amway's digital resources and applications
- ☌ Redesigned existing error reporting process, improved error rate by 65%, and decreased overall valid bug submission for 2016
- ☌ Improved 2016 service level by an average of 36 hours via changing email and case workload system
- ☌ Implemented a Skills Matrix methodology to properly assess agent skill level and identify individual development plans
- ☌ Redesigned internal Tech Support website with semantic and responsive layout to highlight team members and scope of responsibility, and worked with IT using Angular 1.x and JHipster in order to update internal supply chain sites.

ESL Teacher

Wyoming Public Schools

September 2006 – 2012

- ☌ Developed instruction for ESL students in partnership with classroom teachers
- ☌ Provided Spanish interpretation and translation for students, parents and staff at various times throughout the year
- ☌ Piloted use of iPads and Smartboards for classroom instruction and saw immediate increase in student engagement
- ☌ Acted as ad hoc technical support for staff PC's and other devices

YOU CAN FIND ME

- ☌ Github: github.com/davidjbolt
- ☌ Twitter: [@davidjbolt](https://twitter.com/davidjbolt)
- ☌ LinkedIn: <https://www.linkedin.com/in/david-bolt-1845313a/>