David McDougal

Experience Creator

David McDougal
720 North 1100 East
Provo, Utah 84606

385.288.7920
davidbyu6@gmail.com
www.linkedin.com/in/mcdougaldavid

Skills

HTML. CSS. JavaScript. Qualtrics Survey creation and researching. Customer Experience Journey. Photoshop. Critical Thinking. Project Management. Event Management. Sales. Team Leadership (Air Force ROTC)

Experience

Byte / Customer support
August 2020 - PRESENT, Provo, Utah

Supported customers through the process of obtaining a new smile. Responsible for over more than 200 customer accounts and helped lead them in the right direction whenever they encountered problems.

BYU Food To Go / Intern
August 2020 - Jan 2021, Provo, Utah

Organized two different events while assisting in catering at BYU football games. Organized an event for more than 2,500 BYU employees to come and pick up a holiday gift package while maintaining social distancing requirements over the period of 3 weeks. To be accomplished on a budget of less than $600.

Recyclops / Intern
April 2020 - August 2020, Provo

Helped to organize a marketing campaign to targeted customers in cities across the US. Created new social media content and introductory videos to help new customers transition to loyal promoters.

Vivint / Account Creation Specialist
September 2019 - October 2020, Lindon, Utah

Performed in top 5% and achieved a performance bonus 5 months. Did troubleshooting with technicians to fix system installation problems. Resolved and de-escalated situations with customers where errors had been made and resolved it to customer satisfaction.

Education

Brigham Young University-Marriott School of Business / B.S.
January 2016 - December 2020, Provo, Utah

Classes in Event and Project Management. Learned how to structure an experience journey for a customer. Participated in the Air Force ROTC. Member of the BYU Real Estate Club.

University of Utah Coding Bootcamp / Certificate
March 2021 - Present, Salt Lake City, Utah

Classes developing skills to become a full stack web-developer/software engineer. Uploading projects to GitHub, using Agile project management, and backend server operations as well.