

DEVYN BAILEY

WEB DEVELOPER

PERSONAL PROFILE

A full stack web developer with 10+ years in customer service looking to further build skills and knowledge within a programming career.

GET IN CONTACT

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GITHUB:
[HTTPS://GITHUB.COM/DBAILEY11](https://github.com/DBAILEY11)

PORTFOLIO:
[HTTPS://DBAILEY11.GITHUB.I
O/DB_REACT_PORTFOLIO/](https://dbailey11.github.io/db-react-portfolio/)

AREAS OF EXPERTISE

- Microsoft Office
- Google Suite
- Interpersonal relationships
- Customer service
- Collaboration

TECHNICAL SKILLS

- HTML5/CSS3
- JavaScript
- Bootstrap
- React.js
- Express
- MySQL/NoSQL

EDUCATION

UNIVERSITY OF DENVER

- Certificate: Full Stack Web Development 2021

UNIVERSITY OF NORTHERN COLORADO

- Bachelors of Science 2016

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE || TRANSUNION

- Provided inbound call support to product customers and consumers in a professional, respectful and courteous manner.
- Gained a high level of knowledge about the rental industry, products offered and laws pertaining to the regulation and distribution of credit reporting.
- Analyzed customer and consumer behavior to correctly identify and solve issues.
- Established strong interpersonal skills with supervisors and customers in order to provide feedback on product enhancements.

MEMBERSHIP CONSULTANT || WORKOUT WEST FITNESS CENTER

- Acted as first point of contact for potential and existing members.
- Developed rapport with all members by providing a welcoming and professional environment.
- Maintained a high level of professionalism while addressing billing problems and complaints in person and via phone
- Collaborated with other membership consultants and the general manager to review monthly sales targets.

CUSTOMER SERVICE REPRESENTATIVE || JBS PILGRIMS

- Collaborated with customers, sales team and transportation to ensure timely deliveries of products.
- Processed large volumes of orders daily and ensured each order is entered accurately and in a timely manner
- Maintained weekly order/shipping schedules for multiple customers and production plants
- Processed customer credits, invoice adjustments, deductions and billing

TAPROOM MANAGER || WELDWERKS BREWING CO.

- Operated as a leader in the development of the taproom team. Managed individual performances and communicated job expectations.
- Acted as the main point of contact for vendors, food trucks and customer concerns and questions.
- Prepared detailed sales reports.
- Monitored inventory and coordinated with the production team to establish allocations and availability of products.