

DEVYN A. BAILEY

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OBJECTIVE

Highly experienced customer service expert with a scientific background gaining skills and experience in web development looking to build skills within the tech industry.

EDUCATION

Certification in Full Stack Web Development
University of Denver

March 2021

Bachelors of Science, Biology, Emphasis in Ecology and Evolution
University of Northern Colorado

May 2016

WEB DEVELOPMENT SKILLS

- HTML
- CSS
- Javascript
- Node.js
- MySQL/NoSQL
- Customer Service
- Interpersonal Relationships
- Microsoft Office

RELATIVE WEB DEVELOPMENT PROJECTS

My Portfolio | https://dbailey11.github.io/portfolio_update/

- A current in progress portfolio using HTML, CSS, and Bootstrap to showcase current and past projects I have worked on during my certificate course.

All Things Pokemon | <https://gsteed1677.github.io/furry-bassoon/>

- A fully functional and responsive application that searches multiple Pokemon API's to display specific Pokemon cards and gaming statistics with the help of JQuery, Bulma, HTML, and CSS.

The Purr-fect Match | <https://mighty-sea-42900.herokuapp.com/>

- An entertainment type application where users can search cat breeds and locals adoption posting. My role in the application was building the front end.

EXPERIENCE

ADMINISTRATOR AND DISPATCHER | MCCORMICK HEATING AND COOLING

- Acted as first point of contact and liaison between customers, technicians, warranty claims, and sales.
- Managed dispatch system for technicians, installers, and sales associates.
- Performed daily invoicing and billing for warranty customers.
- Demonstrated a high level of organization by updating a paper filing system to an electronic filing system.

CUSTOMER SERVICE REPRESENTATIVE | TRANSUNION SMARTMOVE

- 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.
- Executed outstanding phone etiquette while handling disgruntled customers and dealing with extremely confidential information.
- Established strong interpersonal skills with supervisors and customers in order to provide feedback on product enhancements.

MEMBERSHIP CONSULTANT | WORK OUT WEST FITNESS CENTER

- Achieved outstanding customer service by providing a welcoming and professional environment.
- Developed rapport with potential members and current members.
- Provided excellent phone etiquette when contacting members via phone.
- Ensured proper execution of sales and billing.
- Addressed billing problems and complaints in person and via phone.
- Light administrative work and cleaning.

CUSTOMER SERVICE REPRESENTATIVE | PILGRIMS JBS

- Processed large volumes of orders daily and ensured each order is entered accurately and in a timely manor.
- Collaborated with customers, sales team and transportation to ensure timely deliveries of products.
- Acting as daily point of contact with customers via telephone and email.
- Maintained weekly order/shipping schedules for multiple customers and production plants.
- Provided excellent phone etiquette while handling customer issues and complaints.
- 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.
- Demonstrated exceptional guest experience while working under high pressures
- Acted as the main point of contact for vendors and customer concerns and questions.
- Built a large rapport with food trucks, vendors, and guests.
- Spearheaded events and entertainment in the taproom.
- Compiled weekly sales reports.
- Monitored inventory and coordinated with production team to establish limits and availabilities of products.
- Developed strong product knowledge of different brewing techniques and styles.

ADMINISTRATOR ASSISTANT | DIAMOND RESOURCES

- Provided general administrative support including scanning, mailing, and copying to management.
- Managed and screened all incoming calls in a timely and courteous manner.
- Demonstrated a high level of organization by maintaining an electronic filing system and managing all incoming reports and abstracts.
- Acted as the first point of contact for all customers and visitors, ensuring an inviting and clean environment.