

Devyn A. Bailey

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Objective

Highly experienced customer service expert with a scientific background gaining experience in web development, looking for an junior developer position.

Education

Coding Boot Camp, Full Stack Web Development

March 2021

University of Denver

Bachelors of Science, Biology, Emphasis in Ecology and Evolution

May 2016

University of Northern Colorado

Experience

Customer Service Representative | TransUnion SmartMove

April 2020 – Current

- 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

June 2018 – March 2020

- 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*September 2018 – June 2019*

- 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.*February 2017 – June 2018*

- 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*August 2016 – February 2017*

- 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.

Achievements

- 1+ years in an Animal Behavior lab conducting Equine behavioral research. Composed a manuscript that was published in the UNC Undergraduate Research Journal – Vol 5 No 3. Presented research at the University of Northern Colorado's undergraduate Research Day.
- Bailey, Devyn. "Dominance Hierarchies in Horses: Comparing and Contrasting Different Methods for Assessing Hierarchies." *Ursidae: The Undergraduate Research Journal at the University of Northern Colorado* 5.3 (2016): 1.

Certifications

- CPR certified