

# 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 for an entry level, junior web development position.

## 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
- Customer Service
- Interpersonal Relationships
- Microsoft Office

## RELATIVE WEB DEVELOPMENT PROJECTS

**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.

**Daily Planner** | [https://dbailey11.github.io/devs\\_daily\\_planner/](https://dbailey11.github.io/devs_daily_planner/)

- A simple application that allows users to track events and "to do's" throughout their day with the help of local storage, Javascript, Bootstrap, HTML and CSS.

**Breeds Quiz** | [dbailey11.github.io/breeds\\_quiz\\_hw4/](https://dbailey11.github.io/breeds_quiz_hw4/)

- A very simplistic quiz application that scores users on their knowledge of dog breeds using HTML, CSS, Javascript and Bootstrap

## EXPERIENCE

**ADMINISTRATOR AND DISPATCHER | MCCORMICK HEATING AND COOLING**      *SEPTEMBER 2020 – CURRENT*

- 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.

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**CUSTOMER SERVICE REPRESENTATIVE | TRANSUNION SMARTMOVE***APRIL 2020 – SEPTEMBER 2020*

- 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.

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**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.

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**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.

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**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.

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**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.