David Morris Booth-Metwally
Web Developer | Support Engineer

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Portfolio: dboothy.github.io

Practical web developer with an eye for functionality. Proficient at utilizing online resources and technologies to build fully functional web applications. Leverages background in financial services and customer support to provide unique perspective on how end-users interact with software platforms. Thrives on delivering quality customer service and achieving goals through building rapport.

TECHNICAL SKILLS

HTML, CSS, Javascript, Node.js, Express, jQuery, React JS, Firebase, MongoDB, MySQL, Github, Git, ORM, handlebars, API's, AJAX, Bootstrap, REST, JSON, the command line, Salesforce CRM, Mac OSX, technical support, Google Apps, Microsoft 365, Cisco Systems, MacOS, Windows 10, Jira Ticketing System, Confluence, Salesforce CRM

PROJECTS

Movie Trivia | github.com/dboothy/TriviaGame | dboothy.github.io/TriviaGame/

- Built movie trivia game using jQuery and plain Javascript
- Utilized jQuery library to select elements that serve as event listeners, allowing users to interact with app
- Optimized app using built-in Javascript method and logic to terminate game when time runs out

friendFinder | github.com/dboothy/friendFinder | dry-fortress-69272.herokuapp.com

- Built mock dating app for friends using jQuery and RESTful API
- Created RESTful API route for get-response with Node.js and Express to pull from Score object
- Gathered data with serialized array to send to post API route

San Francisco Films | github.com/dboothy/GifTasticHW | dboothy.github.io/GifTasticHW/

- Built web application with JQuery and AJAX that uses gifs to represent popular San Francisco films
- Utilized AJAX call method to fetch data from giphy.com's API library and render gifs on application
- Parsed through JSON object for specific nested key value pairs needed for application

Let Go - Go Get | github.com/himajagattu/let-go-go-get | let-go-go-get.herokuapp.com/

- Collaborated in a team of 4 to build web application for users to post items for personal clutter removal
- Utilized the ORM Sequelize to facilitate transfer of user data to the web interface
- Created user login functionality with the Passport npm
- Built the user interface with jQuery and Masonry to optimize accessibility to CRUD application

PROFESSIONAL EXPERIENCE

LendingClub | San Francisco, CA   June 2018 - Present
Payment Solutions Specialist

- Respond to over 100 inbound and outbound calls daily, advising borrowers on LendingClub's loan payment guidelines and policies
- Provide payment solutions to borrowers, allowing them to meet their financial goals and reduce negative impact on credit
- Notate all borrower communications in internal tracking system, providing detailed documentation to help other team members understand previous account interactions
- Negotiate payment arrangements with borrowers for past due accounts to ensure LendingClub investors receive maximum returns (ROI)
- Maintain above average monthly metrics for bringing accounts past due to current and received recognition within team for having highest score in October 2018
- Consistently achieve QA scores of over 90% through effectively resolving borrower issues and providing an exceptional support experience

Bank of America | San Francisco, CA   July 2015 - October 2016
Relationship Banker

- Built and deepened relationships with clients by uncovering financial needs and customized recommendations based on best products, services, and solutions that meet those needs
- Educated and trained clients on how to conduct simple transactions through self-service technologies
- Drove overall revenue growth by ensuring that clients were connected to appropriate teams helping to achieve their financial goals
- Effectively generated business referrals through partnerships with specialists and businesses
- Accurately processed transactions based on established policies and procedures, building customer confidence and trust in products
- Leveraged available resources and technologies to optimize client experience and serve with operational accuracy while proactively managing risk

Operation HOPE | Oakland, CA   Nov 2014 – Jun 2015
Youth Financial Education Program Fellow

- Taught financial literacy workshop to youth from ages 10 -16 within the Oakland Unified School District on banking fundamentals, including concepts in budgeting, banking, credit, and investing
- Developed materials and resources for outreach to volunteers, schools, and community-based organizations
- Assisted with special events, volunteer training, and school recruitment
- Helped manage organization's online presence through social media efforts
- Responded to general inquiries about HOPE Business in a Box (HBIAB) classes and volunteer opportunities

EDUCATION

UC Berkeley Extension | San Francisco, CA   January 2018 – April 2018
Certification of Completion, Full-Stack Web Development

San Francisco State University | San Francisco, CA   May 2013
Bachelor's of Arts: Political Science