David M. Padilla

Full Stack Web Developer

Over 5+ years of experience establishing personal relationships through communications as well as strong analytical skills for interpreting documentation and data to resolve conflicts. Successful in working both team and self-directed settings. Up-and-coming Full Stack Web Developer ready to make an impact in designing and simplifying the complexities of your applications.

Personal Info

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GitHub
github.com/dpadillajs

LinkedIn
linkedin.com/in/davidmpadilla

Technologies

Technology	Level
HTML5	Excellent
CSS3	Excellent
Bootstrap 4	Advanced
JavaScript	Advanced
jQuery	Excellent
Handlebars	Advanced
React	Intermediate
Node.js	Intermediate
Express	Intermediate
Firebase	Basic
MySQL	Intermediate
Sequelize	Intermediate
MongoDB	Intermediate
Mongoose	Intermediate

Experience

2018-02 - 2018-09

Financial Associate I - Health & Welfare
Fidelity Investments
- Analyzed thousands of IBM employee records and documentation to troubleshoot health-related requests.
- Solved critical setbacks through positive verbiage, empathy, and ownership.
- Provided administrative support to manager through peer mentorship and procedural write-ups.
- Won multiple awards for driving positive call interactions and exceptional review scores.

2017-08 - 2018-01

Customer Service Representative
Veritude
- Contracted through Fidelity's temporary staffing agency to provide operational support to IBM employees.
- Converted to permanent position within six months for exceptional metrics in call efficiency and customer feedback.

2014-01 - 2017-07

Scheduling Agent
AIG VALIC
- Scheduled thousands of meaningful appointments for over 35+ financial advisors across the Mid-Atlantic Region.
- Reestablished communication between advisors and their clients, which in turn resulted in increases to their monthly contributions as well as greater client retention.
- Helped one advisor significantly add over a quarter million in assets from multiple discovery meetings, which was then managed through the company.
- Created new departmental procedures, systems, and statistical databases through Excel for productivity awareness to increase performance from both the scheduling staff and supervisor.

Education

2005-08 - 2009-06

East Chapel Hill High School
HS Diploma

2018-10 - 2019-04

University of North Carolina at Chapel Hill
Professional Certificate, UNC Coding Bootcamp

References

Jordan Hensley
UNC Coding Bootcamp, Trilogy Education
Teacher Assistant
(540) 309-6624

Heather Williamson
Fidelity Investments
Manager DB/HW
(702) 412-5115