# Dylan Sprouse

**Digital Website & Software Developer | Financial Services Representative (Merrill Guided Investing)**

## Contact

Email: DylanM.Sprouse3455@gmail.com
Phone: 423-823-2215
Location: Greeneville, TN

## Summary

Systems-oriented developer with a background in financial operations and mortgage servicing. I identify structural inefficiencies, map workflow logic, and build clean, functional systems that reduce friction and improve performance. Known for clarity under pressure and disciplined execution in regulated environments.

## Experience

**Financial Services Representative | Merrill Guided Investing**
Nov 2025 – Present
- Support clients with account access, platform navigation, and investment inquiries.
- Maintain compliance, documentation discipline, and identity verification accuracy.
- Troubleshoot system and workflow issues prior to escalation.
- Communicate complex financial information clearly in high-volume environments.

**Shift Manager & Supervising Customer Support Representative | NRS Solutions**
May 2022 – May 2025
- Led daily servicing operations across multiple client portfolios.
- Managed escalations and quality control standards in high-volume environments.
- Coached agents in live-call control, documentation precision, and resolution strategy.
- Identified workflow bottlenecks and reallocated staffing to stabilize performance metrics.

**Front-End Manager | Food City (K-VA-T Food Stores Inc.)**
Jul 2016 – May 2022
- Oversaw front-end operations and staffing allocation.
- Managed customer issue resolution during peak traffic periods.
- Trained team members and maintained cash-control auditing standards.

## Selected Projects

**Motherly Love Nonprofit — Donation Landing System**
- Architected and deployed a public-facing donation landing system.
- Built a frictionless Facebook-shareable link connecting social traffic directly to payment flow.
- Integrated third-party payment source code into a clean front-end structure.
- Delivered full integration bridge within a two-hour fixed-scope engagement.

**DS Digital Designs — Website Development**
- Design and deploy mobile-first websites with structured information architecture.
- Translate business requirements into logical layout and conversion flows.

- Prioritize usability, clarity, and performance over visual clutter.

## Education

High School Diploma | Greenback High School | May 2020