

+ about me

Having worked in management, sales and customer service in the retail channel, my 12 years of experience will help me bring out the human side of coding. As a web developer I can blend the human with the technical and logical side of computers to create and maintain web applications that are memorable.

+ employment

Freelance Web Developer

Austin, TX

Web Developer

Jun 2017 to Current

- Working on individual web applications for future deployment
- Learn new web application languages and frameworks
- Looking for new clients to create new web applications

Liberty Mutual Insurance

Warrenville, IL

Property Claims Resolution Specialist II

Sep 2015 to Jul 2016

- Nationally licensed property claims adjuster
- Speak with customers via phone to review/recommend repairs to damaged property, facilitate the replacement of destroyed personal property and when necessary, help customers find alternate living quarters until they can return home
- Using the latest technology, prepare computer diagrams of damaged areas, write estimates for repairs and issue payments

Verizon Wireless

Chicago, IL

Solutions Specialist

Feb 2011 to Aug 2015

- Selected to be a team member to open and work for the company flagship store on the Magnificent Mile
- Participated and contributed in a new training program for a large volume location
- 2012 Winner's Circle attendee – Top Ten percent in sales for the region
- Exceeded sales goals over by at least 20% on a monthly basis
- Train, supervise and support other representatives due to leadership abilities
- Creating a high level of satisfaction with customer sales and customer service as well as maintaining a streak of over a year without a negative rating by customers that I had serviced

AT&T

Oak Park, IL

Retail Store Manager

Apr 2004 to Jan 2011

- Exceeded sales quotas of activations, features, accessories and wired sales on a consistent basis
- Maintained a 90-100% satisfaction level in customer service ratings
- Chosen by Director to be one of 13 employees nationwide to help launch an advanced selling course
- Consistently selected to work outside sales events with other store managers, becoming a vital member of these public promotions
- Recruited, interviewed and hired staff for multiple sales locations
- Increased staff from six to 14 employees and raised sales figures from 400 to 900 units within two years and continued to maintained this
- Managed front and back office operations including assisting as a mentor to other store locations within the market and district
- Trained, coached and developed employees; prepared them for management positions, which resulted in seven employee promotions

+ education

General Assembly

DePaul University

B.S in Computer

Science Information

Systems

+ skills

web development

Mongoose

Angular

MongoDB

HTML

JavaScript

BootStrap

jQuery

FireBase

React

NodeJS

CSS

Django

Python

professional

Call Center

Sales

Customer

Service

Management