Ellen White

Web Development

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EDUCATION

MASTERS BUSINESS ADMINISTRATION
IT & Data Management
Loyola University Chicago
Exp. 2021

CERTIFICATE FULL STACK WEB DEVELOPMENT
Northwestern University
2020

BACHELOR OF LIBERAL ARTS & SCIENCE
Environmental Sustainability
University of Illinois Urbana
2016

TECHNICAL SKILLS

HTML

CSS

JavaScript

Node.js

MySQL

Access

Oracle

Arc GIS

INTERDISCIPLINARY SKILLS

Management

Instructional Training

Writing

Art and Design

Efficiency Improvement

Detail Orientation

PROFESSIONAL EXPERIENCE

Customer Service Representative

ArcelorMittal International, Long Carbon Europe / October 2018- Present

Liaison for all Canada-based client needs after and order placement, including status updates, invoicing, and reporting on vessel shipments in coordination with counterparts in European producing mills.

Inputs, transmits, and tracks new orders, handles registration and credit memos for product quality claims.

Assists engineers with assorted tasks, such as preparing spreadsheets used for structural analysis of future steel projects for AMI product recommendations.

Resident techie.

East Coast Regional Manager

First Look Appraisals, LLC / June 2016-October 2018

Promoted after 1 year of employment to leadership role overseeing team of 9 coordinators to provide integral, multi-faceted support for mortgage lenders during real estate appraisal life cycles

Recruits new vendors, and worked to build and maintain relationships with client and vendors alike, including profile management responsibilities, and generating and enforcing SLAs

Charged with managing all escalated files, including developing new strategies to mitigate re-occurring issues and improving coordination processes

Assists in training new employees, developing new training materials, tracking progress, and reporting on performance of indirectly managed associates

Consistently demonstrates mastery of various technological interfaces and several operating systems, often improving the understanding of company systems for my superiors, on several occasions, leading to the creation of new tools to run user operations more effectively.