

brent.r.graves82@gmail.com

205-470-2394

Clermont, FL 34711

Skills

- Planning and coordination
- Oral and written communications
- Databases
- Scripting
- Problem resolution
- Team building
- Reliable and trustworthy
- Wireframes
- Website analytics tools
- Data generation tools
- Multitasking
- Project planning
- Friendly, positive attitude
- Critical thinking
- Flexible

Education And Training

07/2007

Bachelor Of Science:

Biology

The University Of Alabama

Tuscaloosa, AL

Expected in 12/2021

Certificate:

Web Development

University Of Central Florida

Orlando, FL

Websites, Portfolios, Profiles

- <https://grave019.github.io/ProfessionalPortfolio/>
- <https://www.linkedin.com/feed/>
- <https://github.com/grave019>

Certifications

- Web Development Training - 2021

Brent Graves

Summary

Professional and dedicated Web Developer with experience collaborating with colleagues to achieve sleek and streamlined experiences. Offers expertise in data marketing analysis and revising websites to improve function. Successful at managing strong teams of developers while helping to maximize profits. User-minded Web Developer prioritizes usability and adaptability during all projects. Designs sites and apps to attract users with aesthetically pleasing interfaces and exceptional UX elements. Comfortable working within large-scale collaborations or on individually-developed assets. Savvy Web Developer eager to integrate rich media and exciting assets to grow usership. Innovates web design through novel site elements and app capabilities. Passionate about presenting users and clients with new, useful and attractive assets for online consumption. Recent graduate with education and internship experience in web development. Highly poised and dedicated with talent in design principles and programming languages. Excellent eye for visual aesthetics paired with insight into data and backend functionality. Dedicated employee known for punctuality, pursuing employment options where good customer service and positive attitude will make a difference. Outgoing student pursuing flexible part-time employment with weekend and evening shift options. Flexible hard worker ready to learn and contribute to team success. Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking entry-level opportunities to expand skills while facilitating company growth.

Experience

Wayne's Auto Sales - Collections Manager

Alabaster, AL

02/2013 - 07/2021

- Oversaw and trained new employees on collection methods, documentation requirements and performance strategies.
- Reached out to customers to discuss late payments and options for remitting amounts due.
- Developed and improved procedures for collection of past due amounts.
- Managed daily posting of payments to customer accounts.
- Updated accounts with documentation of interactions and current information.
- Completed investigations of customer accounts and payment histories.
- Received and submitted payments and applied amounts to customer balances.
- Reached out customers to collect outstanding payments via one-time or negotiated installment methods.
- Researched, evaluated and resolved discrepancies and customer concerns.
- Collaborated with legal resources and recovery teams to manage default issues.
- Completed administrative tasks such as recordkeeping, writing correspondence and gathering materials.
- Contacted customers in person at personal and business locations to collect

- JavaScript, Node.js, Object Oriented Programming, Express.js, Object-relational mapping, Model View Controller, Computer Science for Javascript, noSQL, mySQL, Progressive Web Applications, React, MERN, State, MongoDB - 2021

payments directly.

- Verified details of transactions, funds received and total account balances.
- Researched and resolved billing and invoice problems.
- Performed research and due diligence to resolve issues.
- Created and mailed current statements to customers.
- Conducted month-end balance sheet reviews and reconciled variances.
- Reduced losses by restructuring loan payment plans.
- Effectively negotiated restructuring of loan payments.
- Coordinated approval processes for accounts payable invoices.
- Reduced time and costs and increased efficiency by introducing new accounting procedures.
- Rectified escalated accounts payable issues from employees and vendors.
- Balanced batch summary reports for verification and approval.

Starbucks - Barista

Birmingham, AL

07/2009 - 01/2013

- Operated cash register, collected payments and provided accurate change.
- Prepared and served coffee, espresso drinks, blended coffees and teas.
- Greeted guests with pleasant smile and superior customer service.
- Maintained clean and organized workspace, enabling coworkers to locate resources and product.
- Maintained calm demeanor during high-volume periods and special events.
- Received and accurately processed customer payments.
- Maintained highest standards of conduct and service to support company reputation.