**Irina Montgomery**

Arden Hills, MN Phone: (651)226-7634

Email: irina.montgomery@gmail.com

Seeking a position in web developing, where there is a need for a variety of web developing tasks including HTML, CSS, JavaScript and database program use.

CORE COMPETENCIES

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| --- | --- | --- |
| * HTML, CSS, Java Script, Ajax, Node, Express * Able to multi-task | * Proficient in Microsoft Word, Excel, PowerPoint, Outlook * Strong Communication skills |  |

Certificates and Education

**University of Minnesota Coding Bootcamp**

*University of Minnesota College of Continuing & Professional Studies; St. Paul, MN 1/2019*

**Microsoft Office Specialist (MOS) – Microsoft Corporation – Word and Excel 2013**  
*Anoka Ramsey Community College; Coon Rapids, MN* 4/2017

**Masters Certificate – 80 hours – (Microsoft Word, Excel, Power Point, and Outlook)**

*Anoka Ramsey Community College; Coon Rapids, MN* 4/2017

**High School Diploma 2011**

*Centennial High school, Circle Pines MN*

Professional Experience

**Dispatcher** 3 Wire – A Marmon / Berkshire Hathaway Company Osseo, MN 10/17-12/18

* Service Dispatcher for assigned accounts – Validate warranty, prior service work based on equipment serial number by creating service overviews of equipment history
* Communicate descriptive troubleshooting notes to help prepare a field service technician for success
* Maintain and update service coverage areas and notify business partners of areas that require additional service coverage
* Work closely with account director to assure overall satisfaction and account metrics are achieved

**Scheduling Coordinator** First American Staff Appraisal (Fox 1 Resources) Little Canada, MN 7/17-9/17

* Contacted customers that need appraisals via phone call, email and MLS
* Updated information on clients’ websites, our website, our appraisers
* Used office products to organize and communicate completed tasks

**Data Entry/ Customer Service Representative** Medication Management System (Insight Global Staffing Agency)

Golden Valley, MN 6/17-07/17

* Updated computer application with survey data collected in paper form
* Notified appropriate staff if a client needed to be contacted due to a health concern
* Opened mail, sorted, scanned and faxed different paperwork

**Office Intern** American Family Insurance Ben Bina Agency – Ham Lake, MN 3/17-6/17

* Used Microsoft Office suite to execute various projects, develop quality leads,

and assist customers to best utilize their policies

* Provided client Information over the phone, forwarded detailed messages and scheduled appointments for staff about client accounts
* Lead supporter for WAM golf tournament for wishes and More that the Agency sponsors

**Phone Banker 1** Wells Fargo Call Center – Shoreview, MN 8/14-12/15

* Advocated for customers that called in about their accounts
* Identified and resolved complex customer issues
* Handled high volume of customer contacts balancing efficiency with great quality
* Offered other products and services that could benefit the customer

**Customer Service Representative**  Midwest Staffing – Minneapolis, MN 6/14-9/14

* Helped plan events/parties for customer
* Promoted products that Taymark’s catalogs have that would make a great party
* Collected customers’ orders and payment on the computer to make sure they came on time

**Sales Representative**  Sprint – Roseville, MN 7/13-5/14

* Sold and Promoted products and Service Plans
* Prepared payments and services properly and ensured customers received the best value for their service
* Put all of customer’s most important information on their new phone. Contacts, photos, apps and anything else they wanted

**Telecommunicator**  Custom Remodelers Incorporated – Lino Lakes, MN 6/11-5/13

* Called potential customers to initiate demonstrations and Scheduled appointments
* Solicited new customers and Promoted products and services
* Followed up with customers to complete the sale