

ISRAEL GONZALEZ-BROOKS

SUMMARY

Web Development Student

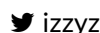
CONTACT



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📍 Las Vegas, NV



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EDUCATION

Chaparral High School ·
July 2005 to July 2009

SKILLS

WEB DEVELOPMENT: HTML, CSS, JavaScript,
HTTP, DOM, JSON, React, RESTful APIs,
Command Line, PostgreSQL, Python, Deployment,
Express, Node

EMPLOYMENT

The Art of Dale Mathis

Las Vegas, NV

Administrative Assistant ·

June 2015 to Sept. 2016

- Joining Dale Mathis at his company taught me the basics and details of running a small business
- I learned how to coordinate time-critical projects to exceed the standards of high-value customers based around the world
- I grasped the importance of self-motivation and organizational capability when running a business

Airbnb CX Campaign at Sutherland
Global

Las Vegas, NV

Team Leader Mentor and CX Process
Manager

· Oct. 2016 to Nov. 2019

- In 23 months moved from CX, to case-manager, to case-manager supervisor, to Associate Account Manager to my current position as Team Leader Mentor and CX Process Manager
- I've gained experience in user-relationship management, how to empathically deal with high-pressure crises, and communicating best practices for handling those situations
- I've mastered investigating and troubleshooting customer issues
- Responsible for coordinating tasks for groups ranging between 15 - 500 on a daily basis
- I utilize BPMN 2.0 to outline internal Sutherland processes and mesh those with Airbnb processes
- First hand experience with program-wide NPS management and best practices

Lambda School

Remote

Team Lead · Oct. 2019 to Current

Leading and helping coordinate a group of up to 8 student web developers