

Wesley Reid

Web Developer

Ogden, UT

T: (315) 489-3337 E: wreid0@gmail.com

WR

- Personal Bio
 - Motivated leader who enjoys challenges. Possesses strong communication and motivation skills. Efficient and quick to learn new skills to improve performance. Applies these skills to help and guide others to fulfill their potential.
- Education
 - Snow College - Associate of Science - 05/03/2014
 - Studying Commercial Music, with emphases on education and business.
 - Tooele High School – High School Diploma – 05/2007
- Professional Experience
 - Vitac LLC – Voice Captioner – 11/2017 - Present
 - Facilitate quality of life improvements for the hearing impaired by captioning live events such as classes, meetings, news, and sports events.
 - Perform regular self-assessment for quality assurance.
 - CaptionCall – Team Lead Supervisor – 10/2016 – 7/2018
 - Facilitate communications for the hearing impaired by captioning phone calls.
 - Perform quality assessments for established employees via remote-monitored calls and pre-recorded test calls, and offer advice for improvement.
 - CaptionCall – Communications and Mentor Assistant – 2/2015 – 10/2016
 - Facilitate communications for the hearing impaired by captioning phone calls.
 - Evaluate applicants for job capability potential.

- Diagnose and address improvement opportunities for both new and established employees in order to provide consistently excellent customer service.
- Technical Skills
 - General computer competency
 - Basic competency with word processing, spreadsheets, and Google Fu
- Core Competencies
 - Clear and Effective Communication
 - Gained through several years of acting, writing and public speaking, as well as courses in Non-Violent Communication.
 - Leadership and Time Management
 - Exercised in leadership positions in music ensembles, group projects, and Boy Scouts. Included duties like planning meetings and resolving organizational and personality conflicts.
 - Training and Guidance
 - Learned in leadership positions in music ensembles and classes, including devising and preparing training materials and resolving motivational issues.
- Certificates and Awards
 - First place in collegiate-level public speaking competition, 2015, for a persuasive presentation on the merits of tabletop roleplaying games.
- Portfolio of Projects
 - Still to come
- References and Testimonials
 - Brian Vance – Friend – 801-499-4273 – mittean@gmail.com
 - Sharra Shedletsky – Manager – sharra.shedletsky@vitac.com