Jason Chun

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Coming from working at a financial service, I am attending the Georgia Tech Coding Bootcamp to start a new exciting career in Software Development. The program and myself taught me the relevant information and skills to become a Junior Developer at graduation, seeking to become a great developer, employee, co-worker, and one day, a Senior Developer.

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Customer Service Branch Manager

WireBarley America Inc. - Buena Park, CA
July 2021 to October 2021

• Oversees all branch office processes to ensure productivity and effectiveness from team members.
• Excellent telephone skills, being courteous & positive, team player, adapts well to change, ability to work with company system.
• Promoting excellent customer service by all levels of the agents.
• Develops, implements, and maintains CX department workflows, policies, and procedures.
• Coordinate installation schedules, final inspection, and completion documents.
• Ensures customer satisfaction, including troubleshooting when there is a complaint and developing process improvements to prevent recurrences.
• Conducts bi-weekly CX meetings.
• Ensures agents are appropriate for day to day operations.
• Assists in special projects that create and develop procedures, tools and policies that will result in better productivity and efficiency of team members.
• Actively manage incoming inquiries from multiple channels, ensuring service levels were met.
• Monitoring cases and provide immediate feedback to team members to improve quality of service.

Customer Service Team Manager

WireBarley America Inc. - Tysons Corner, VA
June 2020 to July 2021

• Supporting and mentoring team members through the use of online service monitors which consists of calling, chatting, and emailing.
• Motivating and educating team members to deliver on departmental customer satisfaction results and performance goals.
• Taking part in creating and developing general processes and tools that will support company service and productivity.
• Managing and monitoring a staff of 4-5 customer service team members.
• Maintain regular performance management ensuring all policies, regulations, and procedures are abided to.

Customer Service Representative
WireBarley America Inc. - Tysons, VA
October 2019 to June 2020

• Completes all day to day assigned work and cases effectively.
• Resolve cases by effectively communicating with team members, managers, and relevant departments to ensure customer satisfaction.
• Send required outbound and receive inbound inquiries to and from clients related to their membership application or transaction(s)
• Ensure the correct policies, regulations, and procedures were met to prevent compliance issues and complaints.
• Requires full understanding of company system and banking processes.

Education

Associate's degree in Business Administration
Columbia College-VA - Vienna, VA
August 2019 to June 2021

Associate's degree in Business Administration
Santa Rosa Junior College - Santa Rosa, CA
August 2018 to May 2019

Skills

• Bilingual (Korean) (5 years)
• Multitasking (4 years)
• Research
• Management
• Microsoft Office
• Leadership
• Slack (3 years)
• HTML5 (Less than 1 year)
• CSS (Less than 1 year)
• JavaScript (Less than 1 year)
• jQuery (Less than 1 year)
• Bootstrap (Less than 1 year)
• APIs (Less than 1 year)
• GitHub
• MySQL
• Software Development

Languages

- English - Fluent
- Korean - Intermediate

Links

https://github.com/jasonchun7

https://jasonchun7.github.io/hw-2-portfolio/

https://www.linkedin.com/in/jason-chun-4952302

Certifications and Licenses

Full-Stack Junior Developer
February 2022 to August 2022

Publications

Portfolio Website
https://jasonchun7.github.io/hw-2-portfolio/
March 2022

Built my first personal Portfolio website from scratch using HTML and CSS.

Weather Dashboard
https://jasonchun7.github.io/hw-6-weather-dashboard/
April 2022

A live application allowing you to check the weather in any major city with a five-day forecast. Built with HTML, CSS, Bootstrap, and Javascript.