

JASON JAMES HARRIS

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CODING PROJECTS

GROUP PROJECT 1

PROJECT DESCRIPTION	TECHNOLOGIES USED	
LISTLO IS AN SMALL APPLICATION THAT TAKES THE USERS ZIPCODE AND FINDS THE BEST PRICE OF THE ITEM THAT WAS SEARCHED FOR.	Javascript Bootstrap HTML/CSS Jquery Ajax	Best Buy API Twitter API Walmart API GitHub

GROUP PROJECT 2

PROJECT DESCRIPTION	TECHNOLOGIES USED		
REMINDR IS AN APP THAT LETS A USER INPUT REMINDS, AND THE USER CAN MARK THEM OFF WHEN THEY ARE COMPLETE	Javascript Materialize Handlebars.js HTML/CSS Passport.JS	Jquery Ajax Node.js Express	MySql Sequelize Heroku GitHub

GROUP PROJECT 3

PROJECT DESCRIPTION	TECHNOLOGIES USED		
EXPLORE IS A MOBILE GAME THAT USES THE USERS LOCATION TO LOAD A MONSTER TO FIGHT. THE OBJECTIVE IS TO GET TRAVEL TO ALL THE LOCATIONS AND DEFEAT ALL THE MONSTERS. THE USER WHO CAN DO THIS THE FASTEST TIME WINS.	REACT Javascript Bootstrap HTML/CSS Passport.JS	JWT Jquery Axios Node.js Express	MongoDB Mongoose Heroku GitHub Google Maps API

EMPLOYMENT

WORKFORCE MANAGEMENT COORDINATOR

December 2012 – Present
Salt Lake City

Select Portfolio Servicing

- Used SQL to help build Workforce related metrics for the Collections department.
- Managed multiple API's and Services that connected with the Verint WFO suite.
- Built the entire workforce system from Aspect to Verint (1500+ employees)
- Wrote, built and Maintained a VP, supervisor and agent dashboard that was used by 500+ employees in Verint

- Wrote over 100 pages of process documentation for new and existing processes.
- Worked alone for 4 months while implementing and scheduling over 400 new/existing agents.
- Received an award from being the employee of the month by the CIO.
- Worked with the CISCO switch using the tools associated with the CISCO switch.

October 2011 – November 2012

Devcon Security, LLC.

Lindon, Utah

- Proficient in Aspect workforce management software – E-workforce Management (EWF), E-schedule planner (ESP), Unified IP (UIP), Real Time Adherence (RTA), Unified Command & Control Real-time Reader (UCCRTR).
- Responsible for forecasting and creating the weekly schedules for the Technical Support and Collections Departments (over 100 employees) using preference- and template-based scheduling styles.
- Delivered short- and long-term hiring projection reports, handle times (AHT) and service level correlation reports, intra-day service level updates, etc. – with recommendations for improvement – to senior management and supervisors using EWF.
- Oversaw adherence management by updating meeting, coaching, and training schedule adjustments for both contact centers (over 550 employees).
- Minimized service level underage caused by call volume spikes through the use of skills-based routing and making real-time adjustments to queue participants.
- Managed time-off requests for two contact centers totaling over 550 employees.

Customer Service Coach / Team Lead

August 2011 – September 2011

Devcon Security, LLC.

Lindon, Utah

- Oversaw the development and growth of over 50 customer service agents by providing quality coaching and QA trainings.

Corporate Escalations Supervisor

April 2011 – July 2011

Devcon Security, LLC.

Lindon, Utah

- Awarded as MVP for May for being a good help with other agents on the floor.
- Maintained an average call quality score of 93% three months in a row.

Customer Service Agent

May 2010 – March 2011

Devcon Security, LLC.

Lindon, Utah

- Resolved complicated customers involving billing, licensing, simple technical and cancellation requests.

EDUCATION/ CERTIFICATES

CODING BOOTCAMP FULL STACK DEVELOPER CERTIFICATE

University of Utah

GENERAL EDUCATION DIPLOMA

Utah Valley University

SEPTEMBER 2006 - 2008

Orem, UT

HIGH SCHOOL DIPLOMA

Timpanogos High School

SEPTEMBER 2003 - 2006

Orem, UT

SKILLS

Bootstrap, CSS, Express.js, Git, Github, Heroku, HTML (HTML5), JavaScript, JQuery, MongoDB, MySQL, Node.js, React, SEO, Responsive Design, API/JSON, RESTful API, State Management, Command Line, Database Theory, Agile Methodologies, Quality Assurance Testing, Social Coding Best Practices, Computer Science Fundamentals.

SERVICE

Proselyting Mission

The Church of Jesus Christ of Latter-day Saints

- Planned the most successful blood drive Hanau, Germany has ever seen.
- Attended to the spiritual and temporal needs of the citizens in my respected areas.

April 2008- 2010

Frankfurt, Germany