Jason Stevens

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SUMMARY OF QUALIFICATIONS

- Full Stack Developer with a background in roles that fostered skills in management, customer service, digital, and business analysis.
- Earned a certificate in Full Stack Development through the University of Pennsylvania (August, 2020).
- Friendly, well-mannered, team-player, with proven loyal and cooperative interactions with all levels of management, clients, and vendors.
- Excellent communicator who utilizes good judgment, attention to detail, and passion for research.
- Quick learner who endures reform and embraces new directives, strategies, and technology.

TECHNICAL SKILLS

HTML5 | CSS3 | JavaScript | jQuery | Java | Bootstrap | Express.js | React.js | Node.js | Database Theory | MongoDB | MySQL | Command Line | Git | Heroku

PROJECTS

Meal Prep | https://github.com/jasonstevens13/meal-prep | https://jasonstevens13.github.io/meal-prep/
- Your dinner party prep app!
- Responsibilities: idea/concept; front-end design; API call for entrees.
- Used: Javascript | HTML | Bulma CSS framework | API calls

Giph Your Times | https://github.com/jasonstevens13/giph-you-times | https://ancient-depths-99799.herokuapp.com/
- New York Times meets Giphy. Need I say more?
- Responsibilities: idea/concept; front-end; back-end
- Used: Javascript | CSS | HTML | Handlebars | Node | Express | MySQL | Sequelize ORM | Heroku

Stock Literacy | https://github.com/wayele/StockLiteracy | https://stocklit.herokuapp.com/
- A gamified site for stock market 101 lessons.
- Responsibilities: front-end (overall design scheme; specifically built react components for main dashboard)
- Used: MERN stack | MongoDB | Express | React | Node | Mongoose ODM | Heroku | various NPMs

EDUCATION

Certificate in Full Stack Development: University of Pennsylvania – Philadelphia, PA | Grade: A | August 2020
Bachelor's Degree Communications-Advertising: Rowan University – Glassboro, NJ | GPA**:** 3.4/4.0 | May 2010

EMPLOYMENT HISTORY

MRS BPO LLC – Cherry Hill, NJ   March 2015 – April 2020
Manager – Contact Support/Digital Communications   January 2019 – April 2020

- Prepared and presented project management tracker and reports in weekly executive-level meetings, resulting in multiple iterations to the contact strategy for efficiency, effectiveness, and cost savings.
- Collaborated with the Dev team on an AWS QuickSight dashboard for contact channel reporting. The implementation exposed text message delivery failures, which ultimately allowed for remediation and an astounding 20% monthly cost savings.
- Utilized findings from the company's Data Scientist regarding customer response to develop and program a drastically different call and text attempt campaign. The new automated schedule resulted in cost-savings and increased ROI. Furthermore, the results justified the need for the Dev team to implement additional functionality.
- Recognized by the executive team as an effective technical communicator, and therefore appointed as liaison with contracted Web Developer. Communications resulted in timely site changes, including but not limited to: functional changes; FAQ page for improved SEO; and the addition of Google Analytics tracking.

Manager – Quality Assurance/Speech Analytics/Digital Communications   March 2015 – January 2019
- Gathered core conversational questions/responses from speech analytics data that equipped the Dev team with conversational flow for an artificially intelligent virtual agent.
- Designed and formalized a speech analytics call recording audit schedule to enhance phone representative quality and performance. The scoring program exposed many business insights, a few of which follow: reduced unproductive time by ~5%; ensured legal compliance was met on greater than 98% of conversations; and discovered clusters of key words and tactics that represented successful personas/tactics.
- Drafted policies, procedures, and work instructions that contributed to the company's overall compliance program.
- Entrusted as the company's voice during regular monthly calls with multiple big-bank clients.
- Coordinated the successful build of a new Digital team (text, chat, and email), which included vendor selection and liaisoning between internal IT team and an outside vendor.

Northland Group, Inc. (Formerly Accounts Receivable Management, Inc.) - Thorofare, NJ   May 2010 – March 2015
Manager – Compliance/Quality Assurance/Speech Analytics
- Demonstrated teachability and interest in software, as proven when recognized by management and the vendor (CallMiner) as the best candidate to be appointed as lead speech analyst.
- Exemplified understanding of speech analytics software queries and scorecard build tools, by improving performance and compliance scores by 9% in the first 6 months.
- Assisted Compliance Director with the development of a compliance audit and corrective action plan; a project that focused on the research of industry law and the writing of policies. Facilitated training sessions with managers and phone representatives based on risk assessment trends.
- Showcased copywriting and design skills when selected to create high-end marketing materials, which resulted in the completion of a sales booklet for industry trade shows. The project required a competition analysis, collection of internal information, numerous project meetings with executives and sales reps, a branding plan, and ultimately a finished print product.