**Jena Adkins**

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**WORK HISTORY**

**Workforce Analyst II**  Septemeber 2024 – Present

*Credit One Bank (Las Vegas, NV)*

* Resolves up to 15 cardmember complaints and requests per day escalated from base-level agents by providing excellent customer service and de-escalation tactics via telephone
* Completes up to 50 daily assignments by updating and verifying back-office data in CAS and FDR
* Maintains broad knowledge of company products, services, and procedures through training, interdepartmental collaboration, and personal initiative
* Adheres to all policies, procedures, and regulatory banking requirements
* Attends weekly reviews/meetings with vendor support leadership to strategize solutions

**Operations Representative II**  May 2024 – September 2024

*Credit One Bank (Las Vegas, NV)*

* Resolves up to 15 cardmember complaints and requests per day escalated from base-level agents by providing excellent customer service and de-escalation tactics via telephone
* Completes up to 50 daily assignments by updating and verifying back-office data in CAS and FDR
* Maintains broad knowledge of company products, services, and procedures through training, interdepartmental collaboration, and personal initiative
* Adheres to all policies, procedures, and regulatory banking requirements
* Attends weekly reviews/meetings with vendor support leadership to strategize solutions

**Web Development Intern I** & II June 2021- February 2024

*Credit One Bank (Las Vegas, NV)*

* Utilized TypeScript, React, HTML/CSS to create scalable, streamlined web applications that increased department workflow efficiency
* Created algorithms to integrate data from REST APIs into interfaces and documents
* Contributed to the development, unit testing, and deployment of 3 internal projects
* Collaborated with a team of at least 5 developers using GitLab as source control
* Participated in weekly stand-up meetings and sprints using Jira Boards and Agile methodology

**Key Projects:** Regulation Z Calculator, RISK-246, Digital Bank

**Hostess** June 2019 – December 2019

*Grand China Restaurant (Henderson, NV)*

* Greeted up to 20 customers, took orders and built positive connections with guests
* Takes initial orders for customers both in person and over phone, and recommends items from an extensive menu of 50+ food and drinks
* Collected credit card and cash payments and dispensed change for cash transactions

**EDUCATION**

**University of Nevada-Las Vegas** December 2023

*Computer Science BA*

**TECHNOLOGIES & LANGUAGES**

**Technologies/Skills**

* UI/UX design, data analysis, data structures/algorithms, customer service, de-escalation tactics
* Visual Studios, Git, Jira, Figma, Postman, PostgreSQL, SAS Studio, Tableau, CAS, FDR

**Languages**

* TypeScript, JavaScript, Python, HTML, CSS, C++, SQL, SAS