

Jesse Willig

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Full Stack web developer coming with a background in the customer service and financial field. Recently completed a certificate in full stack development from the University of Washington Coding Bootcamp, with newly developed skills in JavaScript, CSS, JQuery, HTML and responsive web design. Most recently I worked on a team of six to develop a website that utilized 4 different API's that would best engage the targeted audience impactfully. I was able to apply my problem solving, organization and strong written/oral communication skills which helped ensure the team stayed on track to meet deadlines. I'm excited to put my skills to work as part of a fast-paced and quality-driven team.

TECHNICAL SKILLS

Languages: JavaScript ES6+, CSS3, HTML5, SQL, NoSQL

Applications: GitHub, MongoDB, MySQL

Tools: Express, React, Node, Handlebars, Query, Bootstrap

PROJECTS

Project 3 | [Written link to GitHub](#) | [Written link to deployed project](#)

- Summary:
- Role:
- Tools:

Project 2 | [Written link to GitHub](#) | [Written link to deployed project](#)

- Summary:
- Role:
- Tools:

Project 1 | [Written link to GitHub](#) | [Written link to deployed project](#)

- Summary: Application that allows the user to be distracted from the current global pandemic with personalized entertainment through the use of four different API's.
- Role: Front end designer - JavaScript, jQuery, API's
- Tools: JavaScript, jQuery, Bulma, HTML, CSS, API

EDUCATION

Certificate, Full Stack Web Development – University of Washington – Seattle, WA

Associates of Science, General Studies – North Idaho College – Coeur d'Alene, ID

EXPERIENCE

Collections Analyst

April 2019 - Present

DocuSign, Inc.

Seattle, WA

- Contacting customers by phone and email to ensure timely payments of all invoices.
- Negotiate account resolution and accurately inputs and documents actions within the collections systems while maintaining company performance and productivity standards.
- Maintaining up to date customer information in the collections and billing system.
- Research payments to ensure they are applied correctly and work with the Cash Application team to correct charges as needed.
- Working within a multinational team environment to reach monthly targets

- Collaborating with other internal and external departments (Sales Teams, Invoicing Team, Billing team, Account Payable Dept., Cash Application Team)

Utility Billing Lead

August 2018 - March

2019

Submeter Solutions

Renton,

WA

Responsibilities:

- Process utility bills for clients; setup new billing accounts within billing software; administrate communication and account details with billing services clients.
- Provide guidance and leadership to other team members such as training, feedback, processes as well as client management coaching.
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Achievements:

- Evaluated quality and organization of the billing department. Improved processes with setup of new accounts and current monthly accounts.
- Helped my team to become more confident in their work.

Client Representative

July 2017 - July 2018

Engie Insight

Spokane, WA

Responsibilities:

- Maintain current day-to-day service deliverables, while assessing client needs for up-sell opportunities.
- Provide guidance and leadership to other team members such as training, feedback, processes as well as client management coaching.
- Provide client support during challenging business changes that directly affect clients portfolio.
- Train clients on company processes while working to resolve escalated client issues independently.

Achievements:

- Resolved client dissatisfaction with slow turnaround of processing invoices by looking at working with the internal processing team as well as the vendor.
- Reduced client late fees by looking into options of receiving/paying bills other than through the mail.

Market Accounts Specialist

May 2016 - July 2017

Engie Insight

Spokane, WA

Responsibilities:

- Set up/close accounts, processed supplier changes to ensure accurate data.
- Researched/completed unknown and inactive accounts while also reviewing summary bills and balancing issues.
- Maintained the general ledger codes and vendor codes for clients.
- Complete client invoice consolidations.

Achievements:

- Looked for efficiencies/inefficiencies within the Market Accounts role by providing a time block consolidation schedule to maintain focus and greater productivity.

Billing Specialist

January 2016 - May 2016

Engie Insight

Spokane, WA

Responsibilities

- Work with vendors to update mailing addresses, resolve missing invoices and shut-off notices.
- Completed payment research to ensure client accounts remained current and services stayed on; included working with accounting and electronic payment teams.
- Ensured that follow-up was completed in a timely manner and done professionally.

Achievements:

- Successfully updated clients mailing addresses on bills that no one else had been successful in updating.