

Jesse Willig

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LinkedIn: <https://www.linkedin.com/in/jesse-willig-48629194>

Portfolio: <https://github.com/jessewillig/jessewilligPortfolio>

GitHub: <https://github.com/jessewillig>

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 skills learned from my previous jobs as an Analyst and working in billing such as problem solving, organization and strong written/oral communication which helped ensure the team stayed on track to meet deadlines. I'm excited to put these 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:
- Deployed App
- Repo:

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

- Summary:
- Tools
- Deployed App
- Repo:

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.
- Tools: JavaScript, jQuery, Bulma, HTML, CSS, API
- Deployed App: <https://jessewillig.github.io/CureForBoredom/>
- Repo: <https://github.com/jessewillig/CureForBoredom>

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

DocuSign, Inc.

Responsibilities:

Contacted customers by phone and email to ensure timely payments of all invoices as well as negotiate account resolution. I ensured accurate inputs and documents actions within the collections systems while maintaining company

April 2019 - Present

Seattle, WA

performance and productivity standards. I also ensure customer information was up to date and research payments to ensure they were correctly applied.

Achievements:

- Worked collaboratively with the Sales Team to get timely payments and ensure I had the correct contacts on file.
- Worked closely with a few of my biggest customers to resolve unpaid invoices timely.
- Aggressively pursued monthly collections goals and hit those goals both monthly and quarterly.

**Utility Billing Lead
Submeter Solutions**

**August 2018 - March 2019
Renton, WA**

Responsibilities:

I processed utility bills for clients; setup new billing accounts within billing software; administered communication and account details with billing services clients. In addition to managing clients I also provided guidance and leadership to other team members such as training, feedback streamlined processes as well as client management coaching.

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 through training and leadership.

**Client Representative
Engie Insight**

**July 2017 - July 2018
Spokane, WA**

Responsibilities:

I maintain current day-to-day service deliverables, while assessing client needs for up-sell opportunities. Provided guidance and leadership to other team members such as training, feedback, process improvement as well as client management coaching. I also provided client support whenever and for whatever the client needed.

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.
- Trained clients on newly implemented company processes that the clients were reluctant to embrace.

**Market Accounts Specialist
Engie Insight**

**May 2016 - July 2017
Spokane, WA**

Responsibilities:

I worked with vendors to set up/close accounts for clients, processed supplier changes to ensure accurate data. I also researched/completed unknown and inactive accounts while also reviewing summary bills and balancing issues. I maintained general ledger codes as well as vendor codes for client 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
Engie Insight**

**January 2016 - May 2016
Spokane, WA**

Responsibilities

Worked with vendors directly to update mailing addresses, resolve missing invoices and shut-off notices. I completed payment research to ensure client accounts remained current and services stayed on while also working with accounting and electronic payment teams to ensure payments were applied correctly.

Achievements:

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