Jesse Willig

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Full Stack web developer 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 web application that allowed the user to view/save hikes in a chosen location, displayed the current weather for the area selected and allowed the user to rate/review the hike. 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, CSS, HTML
Tools/Libraries: MERN (MongoDB, Express, React, Node), Handlebars, jQuery, Bootstrap, UIKit, MySQL/NoSQL, Material UI, Sequelize
Applications: GitHub, Heroku, Postman, Robo 3T, MySQL-Workbench, VS Code

PROJECTS

Take-A-Hike | https://github.com/jessewillig/Take-A-Hike |
This web application allows the user to view and save hikes in a chosen location, displays the weather for the area hiking in, and allows the user to rate/review the hike.
- Collaborated with and led a team of 6 to design, develop, debug and deploy the web application in a four week time frame.
- Back-end developer, Project Manager as well as Git Master.
- Developed routes, models and set up the server on the backend/server side.
- Collaborated remotely through Zoom and Slack to ensure the team stayed on track.
- Set up and maintained the Kanban board while ensuring the team completed assigned tasks timely.
- Tools: MERN Stack (MongoDB, Express, React, Node), React.js, UIKit, Axios, Express

Dank-Reviews | https://github.com/jessewillig/Dank-Reviews | https://bootcamp-project2-uw.herokuapp.com/
This web application allows the user to view and review wholesome memes! User can add new reviews, update reviews and delete reviews.
- Collaborated with a team of 6 to design, develop, debug and deploy the web application in a two week time frame.
- Back-end developer; set up server, developed routes and models, set up API calls and did some front end CSS styling as needed.
- Collaborated remotely through Zoom and Slack to ensure the team stayed on track and focused.
- Tools: JavaScript, jQuery, BootStrap/CSS, Handlebars, MySQL, MySQL2, NPM Packages

CureForBoredom | https://github.com/jessewillig/CureForBoredom | https://jessewillig.github.io/CureForBoredom/
This web application allows the user to be distracted from the current global pandemic with personalized entertainment through the use of four different API's.
- Collaborated with a team of 7 via Slack and Zoom to design, develop, debug and deploy the web application in a two week time frame.
- Front-end developer and Project Manager; wrote all the functionality for the API calls, thoroughly read through API documentation, maintained the Kanban board and ensured the team stayed on track.

- Tools: JavaScript, jQuery, Bulma, HTML, CSS, API

EXPERIENCE

Collections Analyst   **April 2019 - Present**
DocuSign, Inc.   **Seattle, WA**
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 performance and productivity standards. I also ensured customer information was up to date and researched 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 more timely then expected.
- Aggressively pursued monthly collections goals and hit the top 2% those goals both monthly and quarterly.

Utility Billing Lead   **August 2018 - March 2019**
Submeter Solutions   **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   **July 2017 - July 2018**
Engie Insight   **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   **May 2016 - July 2017**
Engie Insight   **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   **January 2016 - May 2016**
Engie Insight   **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.

EDUCATION

Certificate, Full Stack Web Development – University of Washington – Seattle, WA
- A 24 week-intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node js, MySQL, Express Handlebars.js & React.js

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