

PROFESSIONAL SUMMARY

Diligent and reliable worker with a strong customer service background and a focus on the technological aspects of all positions. Big-picture driven with proven results in increasing efficiency and reducing manual tasks. Skilled trainer and effective team leader.

AREAS OF EXCELLENCE

Technical Skills: C#, .NET Framework & Core, Node.js, HTML5, CSS3, JavaScript, jQuery, Bootstrap, AWS, SEO optimization, PostgreSQL, T-SQL, API & MVC structures, PowerShell/Bash/Linux CLI tools, Windows software & hardware maintenance and diagnostics, MS Office suite

Professional Skills: Problem solving, pattern recognition, data analysis, quick learning, passion for knowledge, teaching & training, conflict resolution, leadership, process improvements, quality assurance, customer service, teamwork, communication, delegation

WORK HISTORY

Senior Guest Services Representative at Yaamava Resort & Casino (Sep 2023 - May 2024)

- Offered best-in-class personalized service to each guest, ensuring their experience at the casino was positive and memorable
- Assisted guests with account inquiries, enrolled new club members, maintained up-to-date knowledge of promotions, and provided information about the resort and its amenities
- Utilized technological knowledge to perform routine maintenance and troubleshooting of casino kiosks, card printers, ID scanners, and workstations

Software Engineer at SecondSight (Nov 2021 - Dec 2022)

- Worked within the Amazon Web Services Cloud platform to build and maintain a workflow pipeline for client's SEO-driven web pages
- Designed, optimized, and implemented database structures to perform read/write functionality at a production scale of over 10M records each day
- Developed logic to clean and standardize client aggregated client data from various sources for rendering on live site
- Used quick learning skills to become comfortable with AWS ecosystem and Node.js language within 60 days

Mortgage Escrow Team Lead at Allied Solutions (May 2019 - Jul 2021)

- Acted as daily point of contact for a portfolio of dozens of high-volume mortgage lenders; handled client escalations; acted as liaison between lenders, insurance companies, and internal teams to ensure timely and accurate escrow payments
- Chosen as Subject Matter Expert to lead meetings with external business analysts and internal design team for an overhaul of department processes
- Oversaw implementation of automated and streamlined process improvements across multiple workflows, leading to an 80% reduction in missed or late escrow payments

Insurance Processor II at Allied Solutions (Aug 2018 - May 2019)

- Maintained compliance with lender particulars and state & federal guidelines by quickly and accurately keying insurance information onto loan files
- Assisted QA team with designing and refining best-practice guides for entire department
- Selected to train new employees and lead training courses for employees being promoted to second-tier status
- Scored 100% accuracy and over 200% speed metrics on all monthly QA audits

Shift Manager at Disc Replay (Apr 2017 - Aug 2018)

- Led store to highest-grossing month (Dec 2017) and year (2017) in its history
- Managed process of purchasing products from both customers and vendors to keep inventory fresh and encourage repeat visitors
- Worked closely with regional managers and store owners to resolve staff and customer concerns

Production Worker at Printing Partners (Jun 2013 - Aug 2015)

- General warehouse labor including operation of industrial printing machines (cutter, folder, saddle stitcher, perfect binder)

Lead Server at Sawasdee Thai Restaurant (Aug 2012 - Aug 2015)

- Provided excellent service for all guests and trained new servers

FREELANCE WORK

Web Development Chair at KPop Indiana (Jan 2022 - Present)

- Maintain current website via Squarespace while designing and building new website from the ground up
- Manage and moderate community Discord server and bot integrations
- Curate themed monthly Spotify playlists to drive community engagement and encourage discovery of new music

Co-Owner at Saint Reverence Collective (May 2021 - Present)

- Oversee in-house product manufacturing including printing, cutting, and packaging products
- Prepare, pack, ship, track, and manage shop orders
- Design and maintain website via Shopify

EDUCATION

- BA Economics at Indiana University-Purdue University Indianapolis (Aug 2013 - Apr 2018)
- Software Development Bootcamp at ElevenFifty Academy (Oct 2020 - May 2021)