



# Jon Gardner

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## Experience

### Unicity International, Orem, UT, 07/11-Present

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#### Front-End Web Developer

- Was offered the position soon after graduating from coding boot-camp.
- Work and coordinate with other departments in getting requirements for projects.
- Able to self-teach and create webpages.

#### Customer Service Supervisor

- Increased employee efficiency by 8.20% while taking on several new markets.
- Increased calls handled by 5.72% while taking on above mentioned markets.
- Created a new Excel reporting system which created an 8% increase in call utilization.
- Increase in the overall call center quality average by 2% over a two year period.
- Use Excel on a regular basis to analyze reports using; VLookup, Pivot Tables, Arrays, etc..
- Develop reporting functions and provide timely and useful feedback on information gleaned from the field
- Proven track record with workforce management which includes hiring processes, scheduling, and creating reports

## Education

### DevMountain

03/2015-06/2015

12 week, part-time, web-development boot camp.

### Bachelor of Science: Finance, Utah Valley University, Orem, UT

Completed 12/2015

### Minor: Spanish, Utah Valley University, Orem, UT

Completed 4/2013

## Skills

- HTML/CSS, Javascript, Angular
- Less, Bootstrap
- Gulp
- jQuery, Git, Firebase

## Certifications/Training

Strictly Business: The Dale Carnegie Immersion Seminar