Jordan Gregory | Full Stack Developer

jordangregory@gmail.com | 803.940.1251 | 2413 N 16th St Nashville, TN 37206
Portfolio: jordangregory.github.io/ | **LinkedIn**: linkedin.com/in/jordangregory22 | **GitHub**: github.com/jordangregory

GOAL:
Full stack developer seeking a position in programming in a team driven environment.

PROJECTS:
What Would You Like To Hear? - web app utilizing a SoundCloud API allowing user to search for and play songs from artists. Made with Javascript, HTML, and CSS.
Gabble - Social media web app allowing users to signup, login, and post/delete/like comments. Made with Express, Node, JS, Sequelize, Mustache, server side rendered.
Top Shelf Equipment - Mock ecommerce site built to display categories of

EDUCATION:
The Iron Yard - Full Stack Immersive Development Program - August 2017
Full stack training program where students attend full time to acquire Full Stack, multi-language training with a focus on React.js.
University of South Carolina - Bachelor of Science - December 2010
Sports and Entertainment Management

TECHNICAL SKILLS:
HTML | CSS | Javascript | Node.js | Express.js | React.js | Git/Github | SQL | PostgreSQL | MongoDB | JSON API | Mustache

RELATIVE WORK EXPERIENCE/SKILLS:

Nashville Convention & Visitor Corp | February 2016 - May 2017 | *Visitor Services Supervisor*
- Built and managed vacation package components in leisure sales system
- Coordinate with hotel and attraction partners to secure tickets and package components for vacation and travel packages
- Organize and monitor inventory of package components, gift bags and ticket vouchers
- Manage fulfillment processing and confirmations to guests for packages sold
- Manage confirmations & communication with local partners for hotel reservations and packages sold online and through Customer Service Center
- Handle visitor inquiries in a timely, efficient manner while providing exceptional guest service to all callers
- Assisted Director of Visitor Services with supervising team of Visitor Service Specialists and daily operations of Customer Service Center team; schedule management and daily workflow
- Handle customer service issues to ensure visitor satisfaction
- Monitor assigned projects to ensure consistency and accuracy to completion

Gaylord Opryland Hotel | September 2014 - February 2016 | *Conference Coordinator*
- Coordinate meetings and conferences as a liaison between conference services, client, and operational departments and ensure client expectations created in the planning process align with on-site delivery
- Build relationships with clients through planning visits, pre-conference meetings, and welcome receptions as well as advise client on status of all additions, requests, and changes and communicate customer satisfaction through daily pass on reports
- Execute program by proactively inspecting sets and resolving potential issues and resolve any issues that arise during events through logical and quick resolutions
- Inform hotel operations of changes and additional requests, including food & beverage, security, event staff, and facility operations

- Operate CI/TY software to build reports and review meeting needs as well as create and modify client specifications, banquet event orders, and charge checks
- Train new Coordinators on role responsibilities, and managing the execution of Set-Up and Banquet departments role daily

MainGate Inc. | April 2014 - September 2014 | *Retail Sales Associate*
- Acted as retail associate for contracted NFL team (Tennessee Titans) by opening and closing retail store, assisting in day-to-day operations including register and cash management, restocking and inventory, and daily upkeep of pro shop
- Game day cash register manager, with duties including overseeing team of twelve employees, assisting with customer issues, scheduling breaks, and maintaining all aspects of the checkout process

Life H2H | August 2013 - April 2014 | *A/R Coordinator*
- Collaborated with insurance companies, physicians' offices and other parties to handle and obtain resolution for insurance denials from Medicaid, Medicare and third-party insurers in covering Life H2H's equipment provided for patients who need home medical assistance
- Tracked denial trends by company and denial reason

Vision Property Management | September 2012 - April 2013 | *Account Services Representative*
- Maintained portfolio of 200+ accounts of property buyers; called clients to manage their payment plans and schedules; handled evictions or acquisition of properties for clients who could not make payments.

United Way of the Midlands | September 2013 - May 2013 | *Call Center Specialist*
- Handled high volume of calls (120-plus calls per day) for contracted call center, serving as liaison between United Way and its clients, coordinating their requests for assistance. Handled client relationships, as well as applications and administration needed to facilitate client requests.

Enterprise Rent-A-Car | May 2012 - September 2012 | *Management Trainee*
- Handled rental administration and pick-up and delivery of rental cars for customers, coordinated maintenance of rental cars, handled customer reservations, sold rental insurance and upgrades.

Colonial Life | July 2011 - March 2012 | *Marketing Communications and Branding Program Coordinator*
- Managed USC venues, Colonial Life Arena and Williams-Brice Stadium, by serving as customer suite and hospitality coordinator
- Developed and implemented suite requisition, approval, ticketing and promotion processes with appropriate reporting metric by venue and event
- Coordinated all suite logistics and served as host for suite with higher-end Colonial Life clients

University of South Carolina | April 2007 - December 2010 | *Mascot – "Cocky"*
- Portrayed role of school mascot for various sporting, public, and private events
- Trained, supervised and coordinated alternate mascots, including scheduling, assisting in on-boarding and teaching mascot techniques
- Voted "Best All Around Mascot" and All American at 2009 NCA Cheerleading and Mascot Camp