KEN TRIONFO

1784 Janella Way   Sandy, UT 84093   *801-703-0074*   *KenTrionfo@gmail.com*

PROFILE:

- Seeking a junior developer position where I can contribute, learn, and grow in a team environment.
- Recently completing DevPoint Lab's 11 week intensive Full Stack Bootcamp in Salt Lake City.
- Flexible, quick communicating team player, ready to add value to a successful team.

Technical Skills & Experience:

Languages & Frameworks
- Ruby 2.1.2
- Rails 4.1.4
- HTML 4 & 5
- CSS 3
- JavaScript
- jQuery
- Bootstrap 2 & 3
- Foundation

Tools, Gems etc
- OAuth
- Pry
- Heroku
- Sinatra 1.4.5
- Spring 1.1.3
- Github
- RVM
- Atom
- Sublime

Testing
- RSpec
- Factory Girl
- Faker
- Firebug
- debugger

Database
- SQL
- PostgreSQL

EXPERIENCE

Ruby on Rails Full Stack Web Development Study, March 2014 – Aug 2014
DevPoint Labs, Salt Lake City
- Full stack web app development and deployment through self-study and successful recent completion of DevPoint Lab's Summer Cohort Bootcamp.
- Studied and used practices such as Test Driven Development, JSON, RESTful APIs, Agile and Scrum.
- Completed a fully functioning web app for final project using Ruby language on the Rails framework, Postgresql for the database and JavaScript with asynchronous UX.
- I worked on the following aspects of this final project:
    1. Initial proof of concept and marketability
    2. UX/UI for high user interaction
    3. Building out the Rails Models and Controllers
    4. Using JavaScript to asynchronously update fields right on Goal Cards
    5. Using Ajax to dynamically save changes to the database
- Final project website: www.Eco-Mojo.net
- Github profile at www.github.com/kennytrionfo

Small Business Operations and Development, April 2012 – Dec 2013
Helped small businesses align their internal processes to both the customer experience and internal operations.
- Set up hiring procedures.
- Defined, documented and trained on roles and responsibilities.
- Developed employee performance & incentive programs.
- Put various processes in place to improve the customer experience.

Director of Trading and Support, Dec 2010 - Mar 2012
Interbank FX, Salt Lake City, UT
- Led and managed customer operations and support team.
- Responsible for monitoring & managing all trading operations.
- Responsible for managing and reporting to management the following:
    1. Department costs and budget numbers
    2. Internal operational KPIs
    3. Customer satisfaction scores
    4. Employee engagement scores
- Successfully merged 3 departments, improving performance and saving an estimated $600k over 3 years.
- Conducted routine employee performance assessments and developed targeted training with accompanying goals and action plans to help employees continually become more successful.

Director of Support, Jan 2002 – Nov 2010
Interbank FX, Salt Lake City, UT
- Hired, developed and led a small group of managers and accompanying award-winning support department.
- Designed and optimized CRM system and online application, improving on-boarding process for new customers and shortening "go-live" time by 30%, saving $2M in company costs.
- Designed, built and managed the training program & curriculum from the ground up, creating efficient and effective new hire and ongoing training; saved time, resources and money for the company.
- Optimized hiring processes, reducing attrition from 25% to 12% and $200K in cost over three years.
- Continually searched for and fine-tuned KPIs that optimized our customer experience, successfully enabling us to achieve the following awards & recognition:
    1. Customer Service Excellence Award - International Business Times - June 2011
    2. Best Customer Service Award - Forex Datasource - Sept 2009
    3. Best Customer Service Finalist - ABA Awards - Aug 2007
    4. Utah Best of State Winner - Financial Services – Oct 2007

Customer Support Rep and Trader Support Roles, 1998-2002
Fidelity Investments, Salt Lake City, UT
Served in four different departments as Customer Support, Annuity Support, Trader and Sales Specialist.
- Assisted annuity customers with general support questions regarding account history, website and statements.
- Assessed customer portfolios and recommended appropriate investment/trading strategies.
- Helped with general support questions regarding website, trading, markets and customer accounts.
- Assisted customers with live trading needs during market hours.
- On the front lines, did general support questions regarding website, trading, markets and customer accounts.

EDUCATION

Full Stack Ruby on Rails Development, *DevPoint Labs*

Bachelor of Arts, *Psychology, Brigham Young University*

Language, *Japanese*