# Kevin Walorz

**https://github.com/kwalorz**

Medfield, MA
(781) 985-4659
kmwalorz@gmail.com

**I am an aspiring, self taught developer with over 1 year experience creating projects with HTML, CSS, and Javascript. My main focus has been on gaining proficiency with Javascript, but I am open to learning new languages that would suit my future employer's needs.**

## RELEVANT SKILLS

- **Languages: HTML, CSS, Javascript**
- **Frameworks: Currently learning React JS**

## WORK EXPERIENCE

### Fit Factory, North Attleboro MA

February 2020-PRESENT

*Customer Service Rep*

- Provide a great customer experience from when members walk in until they leave
- Take prospects on tours of facility and provide the best solution to their fitness needs

### Velocity Sports Performance, Norwood MA

September 2018 - PRESENT

*Sales & Marketing Manager*

- Write interesting and captivating copy for email campaigns that keeps clients engaged and prospects coming through the door.
- Enhance the effectiveness of social media posts by inputting edits to images or copy
- Keep the staff up to date on the health of the business by running a monthly KPI report detailing our revenue, new member acquisition, and lost members
- Close 8-12 prospects per month, even during a major organizational change.
- Consistently maintain a 80-90% retention rate for our adult client base by staying engaged with their experience, feedback, and concerns.

### Empower Retirement, Andover MA — *Customer Service Rep*

October 2016 - September 2018

- Serviced over 80 calls per day while keeping an upbeat attitude and connecting with our clients on a personal level.
- Retained over 2 million dollars of assets by showing clients the benefits of IRA accounts before collaborating with our asset retention team.
- Guided clients towards their financial goals by aiding them in retirement portfolio creation, 401k loans, and buying/selling investments.

## EDUCATION

### Bridgewater State University — *Bachelor of Arts, Communication Studies*
September 2011 - August 2016