< LUKE FLINT />

CUSTOMER-CENTRIC, DEEPLY INTROSPECTIVE TECHNOLOGIST

/ CONNECT

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/ ABOUT ME

A self-driven, business-minded web developer, building and designing technologies to be more customer-centric. Seeking a technology-forward company that emphasizes customer experience.

/ EXPERIENCE

2ULAUNDRY

LOGISTICS & VALET DRIVER   FEB 2017

- Accomplished 40+ daily pickups and deliveries, communicating with customers, updating orders using the driver-side Onfleet app.
- Improved customer experience and customer satisfaction at a logistics level.
- Identified opportunities for logistical efficiency and improvement within customer service – led to a promotion.

TIER II ANALYST, CUSTOMER CARE   OCT 2017

- Promoted to a new role created within Customer Care to better facilitate escalations of customer support tickets – in turn, improving the customer support experience.
- Standardized company-wide processes to improve quality control through removing bottlenecks. Implemented using Zendesk and Kustomer.
- Managed customer touchpoints in the full lifecycle of a customer support ticket from creation to resolution.
- Established quality standards and acted as the escalation point-of-contact for daily customer support tickets.
- Created/updated accounts, scheduled pickups, and provided resolutions through various messaging channels.

SENIOR BUSINESS ANALYST, CUSTOMER CARE   MAY 2018

- Due to location and volume expansion, promotion was created to manage the increased customer support need.
- Reduced reputational risk and upheld quality control across the entire company with quick turnaround to match the company's expansion plan – **championed 3 processes: weekly driver meetings, customer reimbursement policy, internal tracking.**
- Created improved CX initiative as project manager by setting new efficiency standards and training team of analysts to manage daily escalations from internal discrepancies and to meet customer expectations.
- Developed training curriculum and implemented regular 1-on-1 meetings to establish a line of open communication in identifying areas of improvement and cross-functional optimization. This resulted in the cross-training of Operations/Logistics and Customer Care.
- Worked directly with Operations to optimize multi-city delivery teams to complete an average of 500+ orders. daily.

SOFTWARE ANALYST, R&D   MAR 2019 – MAR 2020

- Executive team recognized desire to move into technology, thus resulting in a promotion which focused on cross-departmental company projects.
- Launched the third location through project managing research & development dependencies and scope using Agile methodology and quality assurance.
- Maintained near 100% uptime of the legacy system. Diagnosed and remediated cross-departmental software issues and defects, guaranteeing digital operations remained uninterrupted.
- Oversaw ad hoc projects utilizing data aggregation, reduced operational risk with internal company hardware.
- Utilized MySQL WorkBench and Django Python web framework to aggregate critical data for reporting teams.

/ SKILLS

HTML5/CSS | JavaScript | MySQL | Ruby on Rails | Github | NPM | Agile | Project Management | Basecamp | Grow | Asana | Twilio | WordPress| SquareSpace | Social Media Marketing | Content Generation | Copywriting | Microsoft Suite | Google Drive | Data Science & Analytics | Training | Customer Experience | Support |

In progress: React | UX/UI | Photoshop | Procreate |

/ EDUCATION

CODE IMMERSION BOOTCAMP, FULL-TIME
Tech Talent South – Oct 2015 – Jan 2016

B.S., HOSPITALITY & TOURISM MANAGEMENT
Virginia Tech – Dec 2011