
LIAM BAMBERY

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• LiamBambery.com • [LinkedIn](#) • [Github](#)

EDUCATION

University of Minnesota Coding Bootcamp

Minneapolis, MN

CERTIFICATE Full-Stack Web Development

University of Wisconsin-Eau Claire

Eau Claire, WI

BACHELOR OF ARTS Spanish

- Minor in Communication

SKILLS AND QUALIFICATIONS

- Proficient in HTML, CSS, JavaScript, JQuery, Node.js, AJAX, and Bootstrap
- Ability to collaborate in a team
- Excellent verbal and written communication skills
- Knowledge of computer programs such as Microsoft Office Suite
- Develop strong productive relationships with customers and peers
- Ability to listen and understand customer and organizational needs
- Experience with a variety of customer service software (Zendesk, EZHelp, 8x8)
- Work effectively individually or in teams
- Experience with video and photography production such as Adobe Photoshop and Premier

PROJECTS

The Beer Concierge | <https://github.com/bvargas17/The-Beer-Concierge>

- Simple application that allows the user to search for a city and find hotels and breweries in that city.
- My responsibilities included both front end and back end development.
- Uses Javascript, JQuery, API's

The Office Quiz Application | <https://liambambery23.github.io/The-Office-Quiz/>

- Quiz application that asks the user questions about the tv show "The Office", based on their answers they are given a score which they can save to the High Score page.
- Uses Javascript, and JQuery

Weather Dashboard | <https://liambambery23.github.io/Weather-Dashboard/>

- Weather application that references Openweathermap.org API so that the user is able to search for weather in any city and see current conditions and a 5-day forecast.
- Uses Javascript, JQuery, API's

Burger Restaurant | <https://blooming-savannah-63278.herokuapp.com/>

- Application that allows use to enter name of a burger they wish to "eat", then they can click a button to devour it, and then clean their plate. The application uses MySQL to track and hold this information.
- Uses Javascript, MySQL Database

WORK HISTORY

VANCO PAYMENT SOLUTIONS

Merchant services provider that offers registration and payment solutions for education, faith-based, and other nonprofit organizations.

Product Specialist | Bloomington, MN | January 2018 – June 2020

- Performed team lead responsibilities for ASAP software support team
- Developed training resources for new team members and clients
- Built and maintained relationships with clients in troubleshooting, training, and assisting for Regwerks and ASAP software
- Utilized critical thinking and problem solving to find in the moment solutions for customers
- Partnering with software developers when escalating complex issues

RADIAL via ADECCO STAFFING

Call center of over 100 agents providing customer support for a variety of online retailers.

Customer Service Representative | Eau Claire, WI | September 2016 - February 2017

- Met or surpassed expectations for call resolution time
- Provided service for multiple online retailers
- Handled all customer relations issues in a gracious manner and in accordance with company policies
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction

DOCK CAFÉ

Premier waterside dining experience in Stillwater, known for high quality dining and service right on the St. Croix River.

Waiter's Assistant | Stillwater, MN | May 2015 - August 2017

- Provided an exceptional experience for all customers
- Developed positive working relationships with coworkers to reach business goals
- Effectively listened to, understood, clarified and resolved guest concerns and issues
- Working in a high intensity environment while maintaining customer experience

ACCOMPLISHMENTS/VOLUNTEERING

- Volunteered with Second Harvest Heartland to pack and distribute food and supplies to low income areas
 - Worked with Take The Lead Animal Rescue to foster dogs before they were adopted
 - Inducted into Alpha Lambda Delta National Honor Society for First - Year College Students
 - Studied abroad in Valladolid Spain for 5 months
 - In most recent position, worked one on one with my manager to revitalize a product's failing support team
 - Conducted organizational message audit
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