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SUMMARY

Web Developer with Senior Operations experience who brings strong skills in project management, documentation, and leadership. Earned a certificate in Full Stack Web Development from the University of North Carolina with newly developed skills in JavaScript, CSS, and HTML. Passionate about cross-functional collaboration, maintaining an organized workflow, and bringing a "can do" attitude to support the goals of the team. Dedicated, hardworking, and committed to continuing education.

TECHNICAL SKILLS

Languages: HTML5, CSS3, JavaScript, MySQL
Applications: Github, MongoDB, VS Code, Git Bash, MySQL Workbench
Tools: Express, React, Node, Handlebars, jQuery, Bootstrap, Foundation, Insomnia, Heroku, JIRA, Confluence

PROJECTS

Wanderlust Reviews | GitHub: https://bit.ly/wandereview **| Website:** https://bit.ly/3IcFZRe

- Summary: Search for astronomical events in a user given location
- Role: Sole Author
- Tools: JavaScript, Handlebars, CSS, Express.js, Node.js, Prettier

Weather Dashboard |GitHub: https://bit.ly/githubweather **| Website:** https://bit.ly/liveweatherdash

- Summary: Search for today's weather and a 5-day forecast
- Role: Sole-author
- Tools: JavaScript, jQuery, Bootstrap, HTML, CSS, API, Moment.js, Google Fonts

Work Day Scheduler | GitHub: https://bit.ly/31mGPJZ **| Website:** https://bit.ly/3lLxvaf

- Summary: Hourly scheduling to keep track of your day
- Role: Sole-author
- Tools: JavaScript, jQuery, HTML, CSS, Bootstrap, API's, Google Fonts

EXPERIENCE

North Carolina Division of Employment Security   **2020 – Present**
ID Theft Investigator   **Raleigh, NC**

- Overhauled online activity assessment tools to help detect fraud during UI claim application submission.
- Cultivated team collaboration of claim reviews among Fraud Investigators to reduce team leader workload.
- Trained lower performers to boost productivity, and improve decision-quality.
- Spearheaded team review of 8,000+ fraud investigations for decision accuracy, and finalization.

ReachNow   **2016 – 2019**
Program Coordinator, Member Relations – BMW Group   **Seattle, WA**

- Instituted a knowledge base of process materials as a guidepost to all member-facing efforts among cross-functional teams.
- Controlled fraud mitigation efforts, resulting in a reduction in failed payments, and vehicle damage claims.
- Orchestrated the transition between call centers with minimal interruption to member support.
    - Reduced cost of call center from $150k to $95k monthly, improving KPI goals 11%, specifically AHT, and NPS.
- Collaborated on the agile development of Salesforce Service Cloud through to integration, resulting in further drops in AHT.

Senior Team Leader – Bosch Service Solutions (2016-2018)   **Fort Lauderdale, FL**

- Supervised a team of 18 call center agents, and single-handedly trained all incoming classes.
- Designed, and implemented entire training program, including knowledge tests, user guides, and troubleshooting guides.
- Redesigned the call center CRM with the dev team to increase efficiency, productivity, call documentation, and reporting.

EDUCATION

University of North Carolina - Anticipated graduation date: Jan 2022
Coding Certificate – Full Stack Web Development
An intensive 24-week long boot camp dedicated to designing, and building web applications.

Broward College | Psychology | *30 course credits completed*