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LinkedIn: <https://bit.ly/LReiner-LinkedIn> | GitHub: <https://bit.ly/LReiner-GitHub> | Portfolio: <https://bit.ly/3lk4xXR>

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/3lI.xvaf>

- 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
ID Theft Investigator

2020 – Present
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
Program Coordinator, Member Relations – BMW Group

2016 – 2019
Seattle, WA

- Collaborated on the agile development of Salesforce Service Cloud through to integration, resulting in further drops in AHT.
- 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.

Senior Team Leader – Bosch Service Solutions (2016-2018)

Fort Lauderdale, FL

- Redesigned the call center CRM with the dev team to increase efficiency, productivity, call documentation, and reporting.
- 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.

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