Lindsay C. Reiner
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SUMMARY

Web developer with Senior Operations experience who brings strong skills in customer service, communication, and documentation. Earned a certificate in Full Stack Web Development from the University of North Carolina with newly developed skills in SQL, 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 (ES5 & ES6), MySQL
Applications: Github, Insomnia, MongoDB, VS Code, Git Bash
Tools: Express, React, Material UI, Figma, Node, Bootstrap, Insomnia, Heroku, JIRA, Confluence, Visio

EXPERIENCE

2U   **2022 – Present**
Web Development Teaching Assistant   **Raleigh, NC**

- Assisted in facilitating class curriculum for Full Stack Web Development program at the University of North Carolina.
- Mentored students in use of newly acquired knowledge outside of the classroom to obtain a new career in Web Development.
- Cultivated students' self-reliance in finding appropriate documentation to assist in completing web applications.

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

- Overhauled online risk models to detect fraud during UI claim application submission.
- Executed team review of 8,000+ fraud investigations for decision accuracy, and finalization.

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

- 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 significant drops in AHT.
- Influenced Product and Engineering team innovation, assist in creating user stories and user journeys to steer app development.
- Spearheaded fraud mitigation efforts, resulting in a reduction in failed payments, and vehicle damage claims.

Program Coordinator – Bosch Service Solutions (2016-2017)   **Fort Lauderdale, FL**

- Headed client success through constant client communication, and deep understanding of client needs.
- Redesigned the call center CRM with the dev team to increase efficiency, productivity, call documentation, and reporting.
- Designed, and implemented entire training program, including knowledge tests, user guides, and troubleshooting guides.
- Established and refined fraud risk models to enable effective fraud prevention strategies.

EDUCATION

University of North Carolina - Graduated 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*