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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: Find great places, and experiences in your city or a city you are traveling to.
- 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 tool 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.
- Executed team review of 8,000+ fraud investigations for decision accuracy, and finalization.

**ReachNow**

*Program Coordinator, Member Relations – BMW Group*

**2016 – 2019**  
**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, solving user pain points, by serving as "Voice of the Customer".
- Instituted a knowledge base of workflows as a guidepost to all member-facing efforts among cross-functional teams.
- Spearheaded fraud mitigation efforts, resulting in a reduction in failed payments, and vehicle damage claims.

*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**