

Lindsay C. Reiner
Morrisville, NC 27560

954-560-5612 / lindsayreiner@hey.com

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

SUMMARY

Web Developer with Senior Operations experience who brings strong skills in project management, documentation, and fraud prevention. 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, MySQL

Applications: Github, Insomnia, MongoDB, VS Code, Git Bash

Tools: Express, React, Material UI, Figma, Node, Bootstrap, Insomnia, Heroku, JIRA, Confluence

PROJECTS

Wanderlust Reviews | GitHub: <https://bit.ly/wandereview> | Website: <https://bit.ly/3lcFZRe>

- **Summary:** Find great places, and experiences in your city or a city you are traveling to. / **Role:** Frontend, UI/UX Design, Login/Logout Functionality / **Tools:** JavaScript, Handlebars, CSS, Express.js, Node.js, Prettier

Weather Dashboard | GitHub: <https://bit.ly/githubweather> | Website: <https://bit.ly/3Pkyk6J>

- **Summary:** Search for today's weather, and a 5-day forecast. / **Role:** Sole author / **Tools:** JavaScript, jQuery, Bootstrap, HTML, CSS, 3rd Party API, Moment.js, Google Fonts

Work Day Scheduler | GitHub: <https://bit.ly/31mGPJZ> | Website: <https://bit.ly/3ILxvaf>

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

EXPERIENCE

2U

Web Development Teaching Assistant

2022 – Present
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 portfolio pieces.

North Carolina Division of Employment Security
ID Theft Investigator

2020 – Present
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

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, 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.

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.
- 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