

LARRY DAVIES

OBJECTIVE To obtain a position as s Full Stack or by extension a Frontend or Backend Developer where I can utilize MERN Stack skill set.

SKILLS HTML 5, CSS3 add JavaScript
Node, Express, MySQL, NoSQL, GraphQL, React
Customer Service / Technical Support.
Leadership / Mentorship Program Experience
Strong Written and Verbal Communication
Proficient in Microsoft Office Suite (Excel, Word, PowerPoint, etc.)

WORK HISTORY **CUSTOMER SERVICE REPRESENTATIVE ALTAIR / MARCHON AND SALES REP SUPPORT**

07/16/2018 – Present

Responsibilities:

- Assisting Optometrist and their staff with placing inventory orders
- Researching and resolving issues/complaints by determining the appropriate resolution.
- On 08/31/2018 I became a member of the Sales Rep Support Team where my duties were expanded to include:
- Providing support to Sales Reps via phone and email with escalated account issues.
- Providing accounts with e-commerce and online account support, Live Chat Online support and running department reporting.

CUSTOMER SERVICE REPRESENTATIVE VSP (VISIONSERVICE PLAN)

09/25/2017 – 07/16/2018

Responsibilities:

- Assisting members with their vision benefits, eligibility and claim submissions all while providing a world class customer service experience.
- Assisting Optometrist and their staff with obtaining Billing Authorizations, billing codes and claim information.
- Assisting Client's Benefits Center / HR Departments with managing their employees benefits and profiles.

SALES MANAGER/OWNER, TRINITY MOTORS, DAVIS, CA

10/2015 – 09/2016

Responsibilities:

- Managed operations and day to day activities.
- Purchasing and Sales of Inventory.
- Marketing.
- Financing.

TECHNICAL SUPPORT COORDINATOR II / CUSTOMER RELATIONS TEAM, VERIZON WIRELESS, RANCHO CORDOVA, CA

02/2011 – 09/2015

Responsibilities:

- Assisting customers who were experiencing technical difficulties with their devices as well as queries about their account.
- Identifying and escalating Verizon Wireless network issues to the VZW Network Repair Bureau.
- As a member of the CRT I would handle escalated call situations when a customer requested to speak with management and provide appropriate resolutions.
- Data Lab Mentorship Program Participant, as a participant of the Data Lab Mentorship program I would provide coaching and support to Level 1 & 2 Tech Support Representatives, monitor workflow and report outliers to the appropriate Supervisors, be a subject matter expert and provide team trainings on new products and software, and act as the point of contact for our team in the absence of their Supervisor.

CUSTOMER SERVICE REPRESENTATIVE, VERIZON WIRELESS, RANCHO CORDOVA, CA

09/2010 – 02/2011

Responsibilities:

- Assisting customers with general questions and queries about their account
- Listening to customer needs and requirements in order to pair them with the best device and/or service plans in an effort to reduce returns and exchanges and ensuring customer satisfaction.

EDUCATION

UC DAVIS CODING BOOTCAMP – FULL STACK WEB DEVELOPMENT

Certified March 2022.

A.A. LIBERAL ARTS, AMERICAN RIVER COLLEGE, SACRAMENTO, 05/2010

3.3/4.0 GPA

A.A. SOCIAL SCIENCES, AMERICAN RIVER COLLEGE, SACRAMENTO, 05/2010

3.3/4.0 GPA

A.A. GENERAL TRANSFER, AMERICAN RIVER COLLEGE, SACRAMENTO, 05/2010

3.3/4.0 GPA

Extra-Curricular Activities: Served as Director of Activities for the Inter Club Council and was the President of the International Students Association.

