LAURANCE WALDEN

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KEY SKILLS AND AREAS OF EXPERTISE

C#	Javascript	Bootstrap 3	MVC 5	Entity Framework
HTML5	Debugging	AngularJS	Visual Studio	GitHub
CSS3	SQL Database	jQuery	Agile	Web API
.Net Framework	Razor	Firebase	LinQ	TFS

DEVELOPER EDUCATION

Coder Camps – Houston, TX   Spring/Summer 2014
- **700+ hours of applied .Net development** and instruction.
- Created dozens of fully functional Apps using Javascript, C#, HTML/CSS, SQL and Nosql databases; and related frameworks and tools.
- Top of my class, Team Leader of our group project building a real-world single-page application using Javascript, Angular, C#, HTML/CSS, and SQL.

Wilson High School – Portland, OR
- **Four years of Computer Science coursework**, including AP Computer Science. Scored a 4 on the AP exam.

PROFESSIONAL EXPERIENCE

.NET DEVELOPER, Coder Camps – Houston, TX   04/2014 – Present
- Unanimously elected Team Leader for the final phase of Camp – a three week group project, working on a real-work application.
- Utilized Angular, Javascript, C#, SQL, Team Foundation Server, Bootstrap, Web API, Agile Methodologies, and other current technologies to create a fully functional single-page Job Board Web App.
- Directed team workload, ensured team productivity, resolved teammates' roadblocks.
- Identified and resolved bugs in existing code base.
- Coded new functionality for both the client and server sides of the application.
- Made improvements to UI/UX, database structure, existing Javascript/Angular, and C# code.

DEVELOPER / STUDENT, Portland, OR   09/2013 – 04/2012
- Created apps, web pages, and console applications using HTML, CSS, Javascript, Ruby on Rails, and, Web Forms, and C# while learning software/web development through self-directed study.

SUPERVISOR 2, Netflix – Hillsboro, OR   04/2011 – 09/2013
- Managed a team of 15-20 Agents fielding technical support, marketing, and billing contracts.
- Proposed changes to call center floor that were adopted and led to reduced average per call handle time.
- Streamlined site Agent performance ranking system.
- Created a centralized repository for Supervisor-Agent critical conversations and written counsels.
- Coached Agents to increased performance and achievement of metric goals.
- Interviewed job applicants; delivered corrective action and made employment decisions with regard to current employees.
- Created and delivered ongoing training material, group presentations, and reports to Site Manager.

INCENTIVE PROGRAM MANAGER, Xerox – Portland, OR   05/2008 – 04/2011
- Responsible for all aspects of a cross-sell/up-sell incentive program for a 600+ person call center.
- Previously, a Supervisor over escalations and customer care teams of 12-18 Agents.
- Conducted data and root cause analysis, reported sales metrics to Site Managers and Enterprise Leadership.
- Led site to record sales in fourth quarter 2010.
- Developed and delivered training to new hire classes.
- Communicated program changes to Site Managers, Supervisors, and Agents.

REAL ESTATE BROKER, Prudential NW Properties – Beaverton, OR   01/2006 – 05/2008
- Navigated buyers and sellers through real estate transactions on residential and multi-family properties.
- Closed $22.5 million in residential and commercial property in under two years.
- Developed financial and real estate analysis tools to help clients meet their goals.
- Created an internet drip-marketing campaign that brought in $5 million in sales in two years.

SUPERVISOR, Consumer Cellular – Tualatin, OR   11/1999 – 01/2006
- Managed a technical support and customer service team of 15-20 during corporate startup.
- Hired as a Customer Service Representative, promoted to Supervisor after 9 months.
- Developed number portability process along with a metric and QA-monitor based Agent incentive program.
- Revamped staffing model by analyzing call volume patterns, increasing productivity.
- Reviewed resumes, conducted interviews, and made staffing recommendations to company President.