

# LAURANCE WALDEN

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## KEY SKILLS AND AREAS OF EXPERTISE

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C#	Javascript	Bootstrap 3.0	MVC 5	Entity Framework
HTML5	Debugging	AngularJS	Visual Studio	Excel
CSS3	SQL Database	JQuery	PowerPoint	Web API
.Net Framework	Razor	Firebase	LinQ	TFS

## DEVELOPER EDUCATION

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Coder Camps – Houston, TX Spring/Summer 2014

- **700+ hours of applied .Net development** and instruction.
- Created dozens of fully functional frontend, backend, and full stack Apps.
- Consistently top of my class.

Wilson High School – Portland, OR 1992 – 1995

- **Four years of Computer Science coursework**, including AP Computer Science. Scored a 4 on the AP exam.

## PROFESSIONAL EXPERIENCE

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**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.