
1241 Little Deer Run, Canton, GA 30114

Mobile: (678) 346-5328

Email: lyndsielane@yahoo.com

Career Focus

To design, build, and upkeep sites and applications based around the user experience while keeping up with ever-changing technology and consumer desires.

Core Strengths & Skills

- | | |
|---------------------|--------------|
| • Excellent leader | • HTML5 |
| • Great multitasker | • CSS |
| • Problem solver | • JavaScript |
| • Motivator | • React.js |

Accomplishments

Customer Service Management

- Fully implemented account management workflow to include problem solving, order resolution, transportation of goods, and a liaison between departments to ensure the customer has a pleasant experience.
- Manage a team of 6 members to guarantee client happiness across the United States and Canada

Revised Communication Process

- Resolved a long-standing communication issue within the business to a more streamlined process to help facilitate proper communication for certain events.
- Improved order correctness and end-to-end happiness and understanding of product workflow.

Employment History

Kemira – Atlanta, GA

Customer Service Team Lead (100% Remote)

1/2018 – 6/2021

- Manage Coagulants Customer Service Team servicing US and Canada, totaling 6 members.
- Resolve complaints and issues with orders and find a solution agreeable for the customer and company.
- Train team members and assist with daily work questions and issues.
- Improve processes and manage projects for implementations.
- Manage relations across segments and departments and work closely with product line management.

Customer Service Representative

9/2010 – 12/2014

- Monitor and serve customer accounts. See their needs through from ordering to transportation scheduling, and delivery.
- Take any complaints and issues with orders and find a solution agreeable for the customer and company.
- Handle company customer service inbox and answer calls. Ensure all issues were sent to their correct department and handled appropriately.

Education and Training

Georgia Tech – Atlanta, GA

Full-Stack Coding Bootcamp, 8/2021

Liberty University – Lynchburg, VA

Certificate in Christian Ministry, 5/2012