

hoshor.manda@gmail.com

801.358.9168

Bluffdale, UT 84065

Skills

Knowledgeable in CSS HTML
JavaScript APIs Node.js Express.js
SQL GraphQL PWAs React MERN
stacks MongoDB Sequelize

- Data management
- Database management
- Data entry
- Medical record security
- Work ethic
- Data quality
- Data evaluation
- Conflict mediation
- Problem-solving abilities
- Quality assurance controls
- Quality control

Education And Training

08/2021

Coding Certification:

Full Stack Coding

University Of Utah

Salt Lake City, UT

Full Stack Web Development

01/2016

Bachelors Of Health Information: Management

Independence University

Salt Lake City, UT

Amanda Hoshor

Find Me

github.com/mandahos

linkedin.com/in/amanda-hoshor/

Experience

Utah State Tax Commission - Motor Vehicle Technician

12/2016 - Current

- Title, register and maintain accurate records for the motor vehicle dept.
- Maintain confidential records of customers information.
- Balance a register while collecting payments from the public.
- Provide accurate service while following guidelines and laws.

Dialog - Quality Assurance Team Lead

12/2014 - 12/2016

- Maintain a personal error rate of less than .25% of the changes made.
- Make changes according to a specific requirement of the client's needs.
- Coach Team Members on their individual performances based off of error rates.
- Review and help agents reach a personal error goal of less than 4% while checking their completed work for errors and correctness.

Dialog Marketing - Senior Customer Experience Analyst

01/2013 - 12/2014

- Assisted Team Members with special project work.
- Maintained Quality & Production goals to help meet daily workload of all agents.

Dialog Marketing - Customer Experience Analyst

01/2012 - 01/2013

- Contact companies using all resources to evaluate customer service skills.
- Gauge response times, professionalism and knowledge of company policy and procedures.

Liberty Tax Service - Tax Preparer

01/2011 - 01/2012

- Used tax preparation software to enter customer's information for full preparation and quotes.
- Performed receptionist duties including answering multi-line phone while maintaining filing systems in a neat manner.

West Corporation - Customer Service Representative

01/2009 - 01/2010

- Assisted in trouble shooting, taking payments and changing customer's plans based on needs and usage.
- Used specialized software and troubleshooting when assisting customers solve problems.
- Successfully met sales goals by offering upgrades to subscribers.

References

REFERENCES References are available on request.