

Max Humpherys

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[LinkedIn](#) | [Portfolio](#) | [GitHub](#)

Full stack web developer. Earned a certificate in Full Stack Web Development from the University of Utah Coding Boot Camp. Innovative problem-solver who is passionate about developing apps with a focus on mobile-first design and development. Strengths in creativity, teamwork, and building projects from ideation to execution.

TECHNICAL SKILLS

JavaScript ES6+, CSS3, HTML5, SQL, NoSQL, MongoDB, MySQL, Express.js, React.js, Node.js, Handlebars.js, jQuery, Tailwind.Css, Bootstrap, Git

PROJECTS

Type++ | [Application](#) | [Repository](#)

- Type++ is a gamified typing progressive web application. Track your WPM, accuracy and over time progress. Earn and view achievements on your customizable user dashboard.
- Full stack MERN application.
- Tools/Languages: MongoDB and Mongoose, Express, React, Node, Apollo, GraphQL, JWT, Tailwind, Graph.js

#1Fan | [Application](#) | [Repository](#)

- #1Fan is a central hub for music lovers! Track your favorite artists and albums, share which concerts you have been to and more!
- Full stack application, built from start to finish.
- Tools/Languages: JavaScript, HTML, CSS, Node, Express, MySQL, Tailwind, 3rd Party API's

EXPERIENCE

Teletech (contracted by Bank of America)
Claims Analyst

2020 - Present
Salt Lake City, UT

Investigated customer reported fraud on accounts, determining to reimburse or deny claims:

- Navigate multiple systems to make a responsible and appropriate decision.
- Meet benchmark goals of quality assurance and production scores.
- Averaging incentive bonuses based on performance.

Teleperformance (contracted by USAA)**2019 - 2020****Property Insurance Representative****West Valley, UT**

Licensed Property Insurance agent in 46 states. Enroll, adjust and service auto, home and renters insurance policies.

- Service multiple customers per day by quoting policies, creating policies, and adjusting policies.
- Maintained benchmark goals of average handle time (AHT), and customer satisfaction surveys (MSAT).
- Vigorous studying in order to pass Utah's insurance exam to become licensed.

Discover Financial Services**2017 - 2019****Account Manager****West Valley, UT**

Collect payments on accounts, ranging from 30 days - 120 days past due.

- Satisfied multiple customers per day with varying circumstances.
- Enroll customers in certain programs that may help their situation.
- Maintained high production scores despite a high-stress environment.

EDUCATION**Certificate, Full Stack Web Development** – University of Utah (2022)

Salt Lake City , UT

Advanced Diploma – Alta High School (2017)

Sandy, UT