

Contact

7206008879 (Home)
mcgeevee@me.com

www.linkedin.com/in/erincolwell
(LinkedIn)

Top Skills

Customer Service
Time Management
Sales

Certifications

Mastering Quickbooks Certification

Erin McGeevee

Student at University of Denver
Denver Metropolitan Area

Summary

Full Stack Web Developer with a background in customer service meeting and exceeding the bottom line. Worked under pressure of deadline to achieve industry goals while partnering alongside a robust team of staffing in the past. Exceeded in leadership roles and bootcamp projects. Acquired a Certificate in Full Stack Web Development from the University of Colorado and a Bachelor of Arts in Biology from the University of Colorado. Enthusiastic, self-motivated and customer oriented with strong communication skills.

Specialties: Communications and group involvement.

Experience

University of Denver

Student

September 2020 - Present (3 months)

Denver, Colorado, United States

Continuously learning code languages each week.

Projects:

Lets Hit the Slopes Project:

<https://matt-boggs.github.io/Lets-Hit-the-Slopes/>

Our goal in developing this app was to be able to check on ski resort conditions at a certain location. Due to API use constraints, this ski resort is in Pila, Italy. The Home page gives you current base and peak conditions at the Pila resort, and a tool to convert pass prices to the users chosen currency. As well, there is a thumbnail of the pila ski resort map that takes you to a separate map page, with some information about the resort, i.e. run locations, and information on how to use the interactive map, etc.

In addition, we have a credits page with some info on the team members that were instrumental to this project's success

Day Planner Project:

<https://mcgeevee.github.io/DayPlanner/>

Our minds begin to quickly assess the day the moment our eyes pop open in the morning. Distractions and productivity fight for our attention and time all day long. The jQuery work day scheduler positions the user for productivity. The user is able to input data for each hour in a working day and save the activity as the day progresses.

Timed Code Quiz Project:

<https://mcgeevee.github.io/TimedCodeQuiz/>

This project uses JavaScript in order to create a code quiz that incorporates dynamic content. The user is challenged to take a multiple choice quiz that is based on JavaScript knowledge.

Global Payments Inc.

Customer Experience & NPS

October 2017 - Present (3 years 2 months)

Broomfield, Colorado

Monitors, evaluates and scores a specified number of calls each month for all clients in order to provide an overall assessment of call center and collections quality. Scores are then entered into a database for tracking and reporting purposes. Quality issues and performance measures are used to insure the highest level of customer service to cardholders while maintaining the integrity of the client.

RUPES S.p.A.

Human Resources Assistant

August 2016 - October 2017 (1 year 3 months)

Mead, Colorado

Provide timely and accurate payment processing by processing accounts payable checks semi-weekly.

Input credit and debits to the accounting system in support of the payable work.

Develop and maintain reports and files on the Accounts Payable processing.

Develop and maintain reports and files on asset and liability account balances.

Ensure accurate balancing from a corporate perspective of teller input from our ten financial centers.

Develop and maintain regular reports via the company's accounting system.

Provide excellent customer service to Customers and Vendors through open communication.

Provide Accounting/back office support/Cross functional teamwork

Develop and implement policies and procedures for all employees.
Proficiency in Quickbooks, PipeDrive, Microsoft Word & Excel, and FishBowl.

Whole Foods Market
Front End Team Leader
October 2015 - April 2016 (7 months)
Boulder, CO

Set and achieve the highest standards of retail execution.
Help foster a positive work environment of outstanding teamwork, mutual respect, and exceptional morale.
Partner with Team Leader to select, train, develop, mentor, motivate and counsel Team Members in a manner that builds and sustains a high-performance team and minimizes turnover.
Model and deliver outstanding customer service.
Follow through on all customer questions, requests, and resolve concerns as needed.
Maximize productivity and efficiency through proper scheduling.
Develop and maintain creative store layout and product merchandising.
Work with the Team Leader to achieve sales, margin, expense, and labor targets.
Follow and comply with established procedures, including Weights and Measures, health and sanitation, and safe work practices.
Keep all cases and shelves clean, well-stocked and properly rotated.
Demonstrate advanced product knowledge; maintain awareness of new products and regularly incorporate new products into the overall product mix.

Apple
Specialist
October 2014 - July 2015 (10 months)
Boulder, CO

As a Service Specialist, I helped new owners get started and current ones get quick, efficient support — developing strong, positive relationships with Apple. When a customer needs assistance, I quickly assess their situation. Sometimes I took care of customers with advice or a solution on the spot, using my knowledge of current Apple technology to help with iPod, iPhone, and iPad devices. At other times, I refer customers to support team members who get them up and running again. I even provide personal training for new customers, helping them acquire the basic skills they need to get started on photo, video, and music projects. The entire store team benefited from

my commitment to providing the best care for customers. By helping Apple maintain strong relationships with customers, I am instrumental to our success.

Wright Kingdom

Project Manager

February 2012 - January 2015 (3 years)

Longmont, CO

Responsible for maintaining current listings, preparing newsletters and flyers, and updating current contract status and closings. Assisted with open houses and related tasks to support senior agents.

Maintain project milestone schedules and ensure follow-up assignments and deliverables are completed.

Coordinate environmental, regulatory, permitting and zoning teams (internal and external) for the successful and timely execution of key development deliverables.

Communicate project progress and facilitate close coordination across internal team and external partners to ensure that critical development steps or deliverables are not missed.

Identify roadblocks and help develop solutions to keep project timelines on schedule.

Complete operational and administrative projects, including building online file-sharing datarooms, tracking costs, data and outcomes, maintaining detailed documentation, and managing and creating spreadsheets.

Attend and monitor weekly business development and construction progress meetings.

Provide administrative support to the development, finance and permitting teams, and across other areas in the office as needed.

Help create and refine digital and print marketing materials used in bid proposals, conferences and other new business solicitations.

Enter and maintain key project/listing data using cloud-based document management and relational databases.

Review and aggregate project diligence for new developments and acquisitions.

Education

University of Denver

Bachelor's degree, Web/Multimedia Management and
Webmaster · (2018 - 2020)

