

Erin McGeever

Denver Metropolitan Area



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Summary

Full Stack Web Developer with a background in business analytics, customer service and web development. Works well under pressure to achieve internal and external company goals while partnering alongside a robust team of staff. Exceeds in leadership and project management roles and bootcamp projects. Certified in Full Stack Web Development from the University of Denver. Enthusiastic, self-motivated and customer oriented with strong communication skills.

Specialties: Communications and group involvement.

Experience



Customer Experience & Net Promoter Score

Global Payments Inc.

Oct 2017 - Present (3 years 2 months +)

Monitor, evaluate and score a specific number of incoming customer calls monthly for all Global Payment (GP) clients to provide an overall assessment of call center and collections quality. Entered scores into 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 security and integrity of client data.



Human Resources Assistant

RUPES S.p.A.

Aug 2016 - Oct 2017 (1 year 3 months)

HR support for stakeholders. Provide excellent customer service to customers and vendors. Develop and maintain regular reports via the company's accounting system including accounts payable processing.

Back office support with cross functional teams. Proficiency in Quickbooks, PipeDrive, Microsoft Word & Excel, and FishBowl.



Front End Team Leader

Whole Foods Market

Oct 2015 - Apr 2016 (7 months)

Set and achieve the highest standards of retail execution at the busiest Whole Foods (WF) store in the US. Fostered a positive work environment for outstanding teamwork, mutual respect, and exceptional morale. Partner with Team Leaders to select, train, develop, mentor, motivate and counsel WF Team Members to build and sustain a high-performance team and to minimize team member turnover at the Pearl Street store.



Customer Service Specialist

Apple

Oct 2014 - Jul 2015 (10 months)

As a Service Specialist, I helped new owners get started using their new Apple products. Assisted current Apple owners access quick, and efficient support to develop a strong positive relationship with Apple. Sometimes I took care of customers with advice or a solution on the spot, using my knowledge of Apple technology to help with all devices including; Apple Watch, iPod, iPhone, MacBook and iPad and all related software and hardware accessories. At other times, I refer customers to the Genius Bar or an expert level specialist team members who provided third level technical support. I provide individual training for new customers, helping them acquire the basic skills they need to get started on their new devices and projects.



Project Manager

WK Real Estate

Feb 2012 - Jan 2015 (3 years)

Responsible for maintaining current real estate listings, preparing newsletters and flyers, and updating current contract status and closings. Assisted with open houses and related tasks to support senior agents. Create, update and maintain individual project plans for each property listing. Gathered and tracked budget, schedule, tasks, dependencies, milestones and change management. Ensure reports, 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 and within budget.

Education



University of Denver - Daniels College of Business

Coding Boot Camp Certificate, Web Development

2020 - 2020

The University of Denver Coding Boot Camp's program taught key skills for front end and back end development. Completed a rigorous curriculum covering a full stack, including HTML5, CSS3, JavaScript, jQuery, Node.js, PHP, Laravel, Express.js, React.js, Database Theory, MongoDB, MySQL, Command Line, Git, and more. With classmates to tackled complex projects and aquired hands-on training through experiential learning opportunities. Built complex projects and applications creating a professional portfolio. Received a Certificate of Completion.



Colorado State University

Master of Business Administration - MBA, Project/Program Management

2017 - 2019

Learned core PM principles, explored the full spectrum of project management concepts and methodologies, including portfolio and program management, technical project delivery, Agile, and change management. Build business relationship skills, including effective communication, negotiation and conflict resolution, to better understand organizational culture.

Gain the business and management skills necessary to evaluate, synthesize, analyze, and apply concepts when leading unique projects on a multi-national scale. Project management best practices

are acknowledged and applied throughout the program in planning and execution, managing contracts and asset procurement, and when leading complex projects and teams. Studied advanced topics including Decision sciences. Risk management, Project control and monitoring and Financial metrics



University of Colorado Boulder

Bachelor's of Science, Environmental Biology

2009 - 2015

Licenses & Certifications



First Aid & CPR Certification - American Red Cross

Issued Oct 2015 - Expires Oct 2018



ServSafe Alcohol Certification - ServSafe Certified

Issued Aug 2015 - Expires Aug 2018



Mastering Quickbooks Certification

Skills

Customer Service • Time Management • Microsoft Office • Sales • Data Entry • Marketing • Social Media • Research • Social Networking • Customer Satisfaction