**Michael Robards**

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**Professional Skills**

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| --- | --- |
| * React.js * Git | GitHub * HTML5 | CSS3 | JavaScript * Python | SQL | C# | Linux * Application Development and Deployment * Jasmine Unit Testing | * Technical Writing * Bug tracking and Resolution * Root Cause Analysis * Proficient in Microsoft Office, Salesforce, SAP * Extensive Background in Customer Service |

**Work History**

**The Coca-Cola Company – Atlanta, GA**

**Customer Dispute Analyst -** *November 2018 - Present*

Reviewing and resolving service billing disputes submitted by customers. Additionally, works with service providers and Sales Team to analyze the validity of service invoices.

***Selected Accomplishments:***

* Successful in reducing customer dispute resolution from 90 days to under 30 days, and have maintained that timeframe moving forward
* Increased the amount of service fund deduction on an annual basis
* Selected to train Genpact partners in PA to take over Level one customer service calls
* Ranked as a top performer on team consistently since 2019
* Effectively assists the Subway finance team with recurring reimbursement issues

**Randstad USA – The Coca-Cola Company – Atlanta, GA**

**Finance Customer Specialist / Freestyle POM Customer Service -** *November 2017 – November 2018*

Inbound call center specialist handling product orders of Freestyle cartridges for customers. Job functions included monitoring of accounts, updating and summarizing receivables, and other general administrative duties.

***Selected Accomplishments:***

* Consistently a top performer in terms of inbound call volume handling and other team metrics
* Successfully completed various projects, such as updating credit cards within the billing system, while maintaining regular performance metrics
* Regularly assisted customers in need of low stock freestyle products to maintain their business

**Infinity Software Development – Tallahassee, FL**

**Business Process Analyst *–*** *October**2010 – August 2012*

Worked with diverse teams to develop software for numerous State of Florida agencies. Created, edited, updated, and maintained documentation concerning software requirements, interacted with clients to assess needs, served as a liaison between clients and technical resources, and participated in QA and testing.

***Selected Accomplishments:***

* Completed project specifications consistently on-time and within budget
* Successfully implemented and deployed last-minute changes to requirements on large Dept. of Ed. project

**Restaurant Server Experience – Various Cities**

**Restaurants include Old Bay Steamer, Jim N’ Nicks, Fudpucker’s, Brennan’s Bourbon *House -*** *1999 – 2008, 2012 - 2017*

Experience in serving customers in a variety of restaurants from casual service to fine dining. Background in restaurant operations, customer service, restaurant training, and inventory control.

***Selected Accomplishments:***

* Restaurant staff training experience in various restaurants – trained wait staff and bartenders for 8 years

**Florida Dept. of Law Enforcement – Tallahassee, FL**

**Senior Criminal Justice Information Technician -** *March 2009 – December 2008*

Performed instant criminal background checks for gun dealers throughout the state. Analyzed criminal justice information from vari-ous state and federal databases to determine eligibility for gun purchase. Performed hundreds of background checks weekly.

***Selected Accomplishments:***

* Consistently in the top tier of number of completed calls and call qualify.

**Web Development Certifications**

**FREE CODE CAMP**

**Responsive Web Design Certification,** 2019

**JavaScript Algorithms and Data Structures Certification,** 2019

**Front End Certification,** 2018

**UDACITY – GROW WITH GOOGLE SCHOLARSHIP PROGRAM**

**Front-End Web Development Nanodegree,** 2018

**Education/Military Service**

**FLORIDA STATE UNIVERSITY** – Tallahassee, FL

**Bachelor of Science,** 2008

Major: Geography

**United States Army –** *Ft Hood, TX, Kuwait*

M1A1 Armor Crewman, Personnel Clerk **–** 1995 – 1999

**Award:** Army Commendation Medal – 1998