

Michael Robards

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LinkedIn: <https://www.linkedin.com/in/michael-j-robards-630526138/> GitHub: <https://github.com/mikeroards> Portfolio: <https://michaelrobards.com/>

Professional Developer Skills

- React.js
 - Git | GitHub
 - HTML5 | CSS3 | JavaScript
 - Python | SQL | C# | .NET | 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
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Portfolio Link & Project Description

Portfolio: <https://michaelrobards.com/>

Project Descriptions: Sample Projects which demonstrate ability to code in HTML, CSS, JavaScript and React.js, utilizing technologies such as HTML Canvas. More projects in progress and completion listed on **GitHub:** <https://github.com/mikeroards>

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

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

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
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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