

Martin Lynch

Rockton, IL 61072

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Professional Summary

Software development professional with experience in developing and designing web applications using HTML, CSS, JavaScript, Express Js, Node.js, and SQL. Adept at developing and deploying complex backend systems and databases.

Skills

- Customer Relations
 - HTML
 - Best Practices and Methodologies
 - JavaScript (ES6)
 - CSS Proficiency
 - Node.js
 - SQL
 - Atlassian JIRA
 - Sequelize JS
 - Express Js
 - Git
 - Active Listening
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Work History

Best Buy - Janesville, WI

November 2019 - May 2021

Customer Service Representative

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Answered constant flow of customer calls with minimal wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.

U.S Army - Fort Bragg, NC

January 2018 - October 2019

Airborne Military Police

- Secured restricted areas and enforced limited access for civilians and military members in order to provide force protection and property security.
- Performed as fire team member during situational training exercises and infantry dismounted battle drills.
- Maintained 100% accountability of assigned equipment worth more than \$1.5 million.
- Documented and organized security information accurately and efficiently.

Best Buy - Rockford, IL

August 2016 - January 2018

Salesman

- Promoted and up-sold products and services to meet needs of customers.
 - Showcased product features to customers and discussed technical details to overcome objections and lock in sales.
 - Upheld high standards of customer service by promoting and upselling new products and services.
 - Used consultative sales approach to understand customer needs and recommend relevant offerings.
 - Forged and nurtured impactful relationships with customers to cultivate loyalty.
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Education

Northwestern University - Certificate Full Stack Engineering Bootcamp

January 2023 - July 2023

Full Sail University - Bachelor of Science Game Design

January 2021 - June 2023

Links

[Github](#)

[Portfolio Website](#)