

## Professional Summary

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Highly motivated individual with skills in HTML, CSS, and JavaScript. Looking to utilize my education and knowledge in a computer science position where I can continue to build upon as well as contribute to the overall success of the company.

## Technical Summary

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|-----------------|---------------------|-------------------|
| • HTML5         | • Networking        | • Analytical      |
| • CSS3          | • Graphic Design    | • User Experience |
| • JavaScript    | • Adobe             | • WordPress       |
| • Interpersonal | • Responsive Design | • Debugging       |

## Education

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*Bellevue University, Omaha, NE*

***BS Web Development***

***Present***

*Metropolitan Community College, Omaha, NE*

***Received: Cisco Networking Technician***

***August 2018***

***Received: A.S. of General Studies***

***November 2016***

***Received: Certificate of Achievement of Entrepreneurship Generalist***

***November 2016***

## Certifications & Affiliations

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***National Career Readiness Certification***

***February 2017***

- Reading for Information & Applied Mathematics: ***Gold Level***, Locating Information: ***Silver Level***

***Bring Your A Game to Work***

- Certificate of Work Ethic Proficiency

***February 2017***

***Toastmasters International***

***December 2016***

- Success Communication And Success Leadership Series (Participant)

## Professional Experience

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***PayPal, La Vista, NE***

***May 2014-Present***

***Risk Operations chargeback Agent***

- Review customers documentation and place outbound phone calls to customers to gather additional documentation when appropriate to effectively dispute a chargeback
- Evaluate chargeback and/or Ach Returns received from credit card companies and financial institutions decided to accept or dispute

***Customer Solutions Teammate - Disputes And Claims***

- Completed or canceled pending reversals and closed claims filed through PayPal's Consumer Protection Policies
- Reviewed limited PayPal accounts, determined legitimacy of account, and communicated and recorded customer responses to claims filed

***Customer Solutions***

- Answered customers phone calls and emails to resolve queries and worked with other departments when needed
- Proactively recommended and educated customers about features and benefits products to improve satisfaction

## Internship

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***Software Programming Internship, Gallup Omaha, NE***

***May 2011-December 2011***

- Corrected errors by making appropriate changes and then rechecking the program to ensure that the desired results were produced
- Conducted trial runs of programs and software applications to make sure they produced the desired information and that the instructions were correct
- Performed and directed revisions, repairs, and the expansion of existing programs to increase operating efficiency and adapt to new requirements