NIKKI BROWN

CUSTOMER SUPPORT

LOCATION
Redmond, WA, USA

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PROFILE

Hi! I'm Nikki - a curious, empathetic, and independent support professional. I love building relationships with customers and helping them solve problems through education, technical support, brainstorming, or whatever other means necessary!

EXPERIENCE

SHIFT SUPERVISOR
Starbucks / Redmond, WA / 2017 – Present
Execute store operations by managing partners schedules, delegating tasks, and reviewing inventory counts while providing an amazing experience for customers. Partner of the Quarter (Q3 2017)

FRONT END DEVELOPER
Stella & Dot / Seattle, WA / 2016 – 2017
Developed as part of a small, Agile team for a large e-commerce platform. Rebuilt static front end from scratch into a single-page application with AngularJS.

APPRENTICE INSTRUCTOR
Coding Dojo / Bellevue, WA / 2015
Led students in four-week courses on HTML/CSS, PHP, Ruby, and JavaScript. Provided code reviews, project coaching, daily subject lectures, and demos. Also mentored recently graduated students on deploying projects and creating a portfolio.

ACCOUNT MANAGER
Propel Insurance / Olympia, WA / 2013 - 2014
Managed over one hundred commercial insurance portfolios for non-profit organizations. Assisted with renewals, new coverage, claims, and generating insurance certificates. Received PROP award, nominated by colleagues for outstanding service.

CUSTOMER SERVICE REPRESENTATIVE
UPMC Health Plan /Pittsburgh, PA / 2012 - 2013
Provided support to health plan members via phone, online chat, and email. Conducted wellness and information campaigns, assisted employers with plan payments, and trained new representatives. Became subject matter expert and trainer for third-party administration services.

SKILLS

HTML/CSS
JavaScript
Phone, Web Support
Adobe Creative Suite
Google Analytics
Curriculum Design
Teaching
Phone Support
Documentation
Jira, Confluence
Git, GitHub

EDUCATION

B.A. HISTORY
Western Washington Univ.
2006-2010

WEB DEVELOPMENT
Coding Dojo
2015