



PD

PHILIP DANGERFIELD

SOFTWARE DEVELOPER | [HTTPS://PDANGERFIELD.GITHUB.IO/PHILIP-DANGERFIELDS-PORTFOLIO/](https://pdangerfield.github.io/philip-dangerfields-portfolio/)

OBJECTIVE

Looking to find a career in software development where I can show both my leadership as well as my dev experience.

SKILLS

Leading teams
Communication
Training
Excel
PowerBi
HTML/.CSS

EXPERIENCE

CRM ADMIN • FLUENT SOLAR • FEB 2023 - PRESENT

Responsible for maintaining the companies CRM and making changes to the work flows when requested. Help make sure that the teams have the necessary tools and the companies' requirements are being met

DIRECTOR OF EXTERNAL OPERATIONS • FLUENT SOLAR • SEPT 2021 – FEB 2023

Responsible for 5 departments and their accompanying metrics. Helped grow operations where we were able to double production the first year in the role. Helped build new processes for teams and scale those teams from less than 10 agents to over 50 agents.

DIRECTOR OF OPERATIONS • FLUENT HOME • FEB 2020 – SEPT 2021

Responsible for 5 departments across both the United States and Canada. Helped transition our support call center from an in-office operation to a fully remote call center with around 70 employees. Improved processes where we were able to double the amount of revenue that was getting brought in through the call center.

TECHNICAL SUPPORT MANAGER/CORP TECH TRAINER • FLUENT HOME • NOV 2015 – FEB 2020

Responsible for building a standalone tech support team and raise the company's resolution rate over the phone from 25% to over 75% within 3 years.

Helped the company transition from Honeywell products with Alarmnet to 2GIG and Alarm.com while also improving install quality metrics.

LEAD TECH • FLUENT HOME • FEB 2015 – NOV 2015

Lead a team of 5 home security technicians in the state of Ohio and ensured that over 1500 homes got security installed for them by my team.

EDUCATION

CODING BOOTCAMP • CURRENT • UNIVERSITY OF UTAH

VOLUNTEER EXPERIENCE OR LEADERSHIP

Full time Missionary – Church of Jesus Christ of Latter-day Saints