

Peyton Graham
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Professional Summary

Loves to learn new skills and apply them to new projects. Always up for a challenge and willing to work hard to solve difficult problems. I work well with other team members and maintain a leveled head under pressure.

Professional Experience

Endurance International, Tempe, AZ United States 09/2019 - Present

Web Advisor

- Resolves issues with DNS configurations.
- Assists with updating and resolving issues with Wordpress sites.
- Creates a positive customer experience by responding to billing inquiries, troubleshoot and resolve technical issues and respond to questions on products and services.
- Manages and records client and carrier communications in workflow system to ensure timely follow up and review by client team.

National General Lender Services, Chandler, AZ United States 01/2019 - 09/2019

Mortgage/Insurance Service Agent

- Process insurance-related documentation queues by verifying extracted data, comparing against physical documentation for accuracy, researching exceptions, entering changes and updating system of record as required to ensure accuracy and completeness of database information
- Locate loans and match to excepted data by following established procedures to review captured documentation, conduct database searches for corresponding loans and update system of record as required

Amazon, Chandler, AZ United States 10/2018 - 02/2019

Inbound, Outbound, ICQA

- Stow, Viper, Receive, Prep Receive, Pick, Consolidation, Pack, Slam, Simple Bin Count, Adhocs. PITs Trained on: Order Picker, Transporter, Tugger, Reach Truck.

Teletech, Phoenix, AZ United States 04/2015 - 09/2018

Lead Sales Agent

- Create monthly reports for records, closed terminated records, and completed chart audits. Process confidential business information.
- Develop and create a more effective system to accelerate processing.
- Update departmental standard operating procedures and database to accurately reflect the current practices. Compiled statistical information for special reports. Identified and resolved system and account issues.

Education

University of Arizona Coding Bootcamp, Gilbert, AZ United States

2018

Certification in full stack web development

Portfolio

<https://pxgraham.github.io/Portfolio>

Technical Skills

Wordpress, HTML, CSS, JavaScript, jQuery, Bootstrap, SEO, APIs(consuming), JSON, AJAX, Real Time Cloud Database via Firebase, REACT.js, Templating Engines, Sessions, writing tests, node.js, express.js, Creating APIs, MVC, User Authentication, ORM (sequelize), Laravel, Algorithms, Design Patterns