

# RICK MCGAVIN

## WEB DEVELOPER

### CONTACTS

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### SKILLS

#### TECH SKILLS

HTML

CSS (SCSS)

JavaScript

jQuery

Git(terminal)

Sublime Text

Responsive Design

Chrome Debugger

Sketch App

React.js

Gulp

#### SOFT SKILLS

Leadership

Strong Communication

Coaching/Training

Interpersonal Skills

Ability to apply feedback

Project Management

Big picture thinking

Client Satisfaction

### ADDITIONAL EDUCATION

#### FREECODECAMP 2017

FRONT END DEVELOPER CERTIFICATION

HTML-CSS-JavaScript-jQuery-Responsive Design

#### XEROX 2013

SIX SIGMA GREENBELT

Project Management-Data Analysis-Process Improvement

### ABOUT

I am a lifelong learner with a passion for solving problems. A proven and trusted leader with repeated success in customer service and management. I am now working to attain a career as a front end developer with a company that empowers employees to act fast and challenge the status quo every day.

### JOB EXPERIENCE

#### WEB DEVELOPER

2016 - PRESENT

INDEPENDENT

- Develop front end projects, utilizing HTML, CSS & Javascript.

#### XEROX/CONDUENT

SERVICE DELIVERY MANAGER

2016 - PRESENT

- Manage client relations & business operations, including 150 - 300 direct/indirect reports, including operations managers, trainers, and supervisors.

#### OPERATIONS MANAGER

2014 - 2016

- Led the training and user implementation of new client-relationship management software to over 200 users.
- Led and developed a team of 5 supervisors with 150 agents to grow to a team of 12 supervisors with over 300 agents.

#### CUSTOMER CARE SUPERVISOR

2013 - 2014

- Led and empowered high-performing teams who achieved world-class performance metrics: 100% quality, 84% first-call resolution, and 95% service-level agreement.

#### CUSTOMER CARE ASSISTANT

2012 - 2013

- Serviced inbound calls at the highest performance standards.

#### WEB CONTENT WRITER

2012 - 2013

SELF-EMPLOYED

Developed web content at client specs with a focus on SEO, utilizing HTML.

### EDUCATION

#### PENN STATE UNIVERSITY

2003 - 2009

ENGLISH

Named to Dean's List  
Peer Mentor