RICK MCGAVIN

FRONT END DEVELOPER

CONTACTS

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SKILLS

TECH SKILLS	INTERESTS
HTML	Mac's Speed Shop
CSS (Sass & PostCSS)	Coffee (Love it all, but Royal Cafe is exceptional)
JavaScript & frameworks (jQuery & React)	Video Games (Fallout 4)
Git Version Control (terminal)	Productivity (If there's a way to do it better or faster, I will figure it out.)
Sublime Text & Atom on OSX Responsive Design	Baseball (the nerdy, math-loving baseball fan of the group)
Debugging	Comics and superheroes (my nickname is Batman. Seriously. I have references.)
Sketch App	
Gulp task runner	

Currently Learning

Redux	ES6
Webpack	

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

SUMMARY

I am a seasoned and proficient business manager with experience leading teams from a 30-employee startup to over 300 employees across multiple locations. I am passionate about web development and eager to learn and grow in the field while bringing my years of business leadership experience to the table.

JOB EXPERIENCE

WEB DEVELOPER   2016 - PRESENT
INDEPENDENT
- Practicing front-end web development with a drive to build high-quality, optimized websites.

XEROX/CONDUENT
SERVICE DELIVERY MANAGER   2016 - PRESENT
- Led and executed quality improvement plans that improved overall quality scores an average of 17%, reducing billable revenue penalties and improving client relations
- Implemented and executed absenteeism improvement plans that improved absenteeism by 5%, increasing monthly billable revenue by $105,000

OPERATIONS MANAGER   2014 - 2016
- Led adherence improvement initiative improving overall site adherence from 88% to over 93%, exceeding the goal of 90% and eliminating a 3% penalty on billable revenue
- 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 from health insurance providers at the highest performance standards of quality and efficiency: Quality: 100%. AHT < 350 seconds.

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

Dean's List
Peer Mentor

PROJECTS

VEX LANDING PAGE (IN PROGRESS)
- Developed the design of Vex Brand Landing Page by [Themefisher](#)
- Designed & developed mobile responsive portion
- Developed in **HTML**, **SCSS**, and **JavaScript**
- Utilized **Gulp** for development server, auto refresh, Sass to CSS conversion, CSS autoprefixer, **svg** to sprite conversion for optimization.
- Utilized **Git** for version control

TRAVEL SITE
- Course Project: Build a marketing landing page for a travel site
- Designed & developed mobile responsive portion
- Developed in **HTML**, **PostCSS**, and **jQuery**
- Utilized **Gulp** for development server, auto refresh, and CSS autoprefixer.
- Optimized site with lazy loading, **svg** to sprite conversion, and responsive images
- Utilized **webpack** bundling of **jQuery/JavaScript** files
- Utilized **Git** for version control

CATCH OF THE DAY
- Course Project: build a store front-end for a fish market
- Developed user interface with **HTML**, **React**, and **React Router**
- Utilized local storage and Firebase for data persistence

CAMPER LEADERBOARD
- Fulfilled all user stories in [project outline](#)
- Designed and implemented UI with **HTML**, **SCSS**, **React**
- Utilized npm package **create-react-app** for build tools and webpack JavaScript bundling
- Utilized npm package **axios** to retrieve necessary **JSON** data to display leaderboard

MARKDOWN PREVIEWER
- Fulfilled all user stories in [project outline](#)
- Added functionality outside user stories of allowing user to hide editor area for better user experience
- Designed and implemented UI with **HTML**, **SCSS**, **React**
- Utilized npm package **create-react-app** for build tools and webpack JavaScript bundling

SIMON GAME
- Fulfilled all user stories in [project outline](#)
- Designed and implemented UI with **HTML**, **Sass**, **JavaScript**
- Demonstrated use of **HTML5** & **CSS3** technologies: Audio Elements & Flexbox