Robert D McCabe

5 Camden St. AptD, Johnson City,NY13790

**Email:** rmccabe1023@gmail.com

**Phone:** (607)624-3853

**♦ Career Objective**

To use my knowledge of HTML, CSS, JavaScript, SQL, C#, and Python to solve real-world business problems for a company and to bring my years of experience working as a part of a team to be invaluable to the business.

♦ **Experience**

**Nationwide Credit Inc. (Sept 2019-Dec 2019)**

Endicott,NY13760

**Skills Include:**

*-Using customer service skills to take payments from customers for charged*

*off credit cqrd debt.*

*-Multitasking of various computer software programs to perform collection tasks*

*-Initiated outbound calls of 150 per day*

**Charter Communications (Oct2018-Sept2019)**

Vestal,NY 13850

**Skills Include:**

*-Utilizing computer software to assist cable customers with billing issues*

*-Troubleshooting tech issues for customers when possible*

*-Advising and upselling of products to ensure best customer experience*

**Millipore Sigma Corp (April2018-Oct2018)**

Saint Louis, MO 63103

**Skills Include:**

*-Inbound customer service for chemical orders from government agencies and eductional*

*research facilities*

*-Multitasking using various computer software programs to solve order issues*

**Animal Medical Center of Mid-America(July2017-April2018)**

Saint Louis, MO 63110

**Skills Include:**

*-Scheduling of veterinary appointments for pet owners in a call center setting*

*-Duties included refilling of prescriptions for pets*

**Saint Louis Community College(Jan 2017-June 2017)**

Saint Louis, MO 63122

**Skills Include:**

*-Computer Lab Assistant helping college students with computer issues*

*-Utilized computer software to monitor students using the computer lab*

*-Managed classroom access by set class schedule*

**Marcone Supply (April 2008-June 2016)**

Creve Coeur, MO 63141

**Skills Include:**

*-Call center agent taking incoming retail calls for sale of appliance parts*

*-Utilized computer skills for research and invoicing procedures*

*-Met and exceeded expected sales goals each week*

**AP Wagner Inc. (Feb 2004-April 2008)**

Johnson City,NY 13790

**Skills Include:**

*-Duties included sales of appliance parts to walk-in and phone-in customers*

*-Utilized computer skills for research and invoicing procedures*

*-Position included warehousing duties such as shipping and receiving duties*

**Schapiro's Formal Shoppes Inc. (April 2000-Oct 2002)**

Endicott,NY 13760

**Skills Include:**

*-Customer service duties receiving incoming phone calls from business owners for rental of tuxedos.*

*-Data entry skills used to place required orders via computer*

*-Troubleshooting skills used to resolve shipping and ordering mistakes*

♦   **Education**

**The Tech Academy**

Portland,OR (online)

-*Currently attending a coding boot camp with expected graduation date of March 2021*

*-Will have experience with HTML, CSS, JavaScript, SQL, C#, and Python*

**Saint Louis Community College**

Saint Louis,MO 63122

*Pursuit of an associates degree in software development*

♦   **Computer Skills**

*-Extensive knowledge of MS Office*

*-advanced knowledge of Visual Studio*

*-Extensive knowledge of search engines and internet software*

♦**Achievements**

*-Consistently achieved top sales goals monthly at previous employer*