Steven Larsen

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Programmer/Full Stack Developer

Technically minded and highly adaptable professional with success in designing, developing, updating, and evaluating software and applications. Track record of consistently delivering top-quality software and technical innovations to improve the client's bottom line. Fast learner with proven ability to quickly master new programming languages, frameworks, tools, and client systems, and software in multiple environments. Instrumental in discussing requirements with clients, proposing web solutions, improving user experience, maintaining databases, and performing quality assurance. Collaborative team player, able to excel in both leadership and contributor roles, diligently complete a high-volume of technical work, and constantly meet tight deadlines with high-quality results.

Career Experience

Advance Financial   2015 to Present
Senior Dialer Administrator & Telephony Manager

Confirm compliance with all State and Federal regulations, including (FDCPA, TCPA) to deliver industry best practices. Envision and employ comprehensive dialing strategy, including providing IVR, manual, preview, and predictive dialing campaigns in combination with attended messaging and blast campaigns. Uncover and introduce process/system changes, identify operational opportunities, and deliver recommendations to Managers and Directors to facilitate informed decision-making, while strategically positioned as dialer expert and primary point of contact for dialer strategies and malfunctions.

Key Achievements:

- Enabled efficient use of all dialer aspects, improved organizational effectiveness, and optimized performance by managing and maintaining including, devising system, conducting maintenance, and steering programming.

- Improved operational efficiency by overseeing and supervising predictive dialer and telephony systems, while formulating IVR(s), deploying auto-pay, developing campaigns, as well as delivering calling lists, filters, reports, and list strategies through real-time monitoring of campaign performance.

Windham Professionals Inc.   2008 to 2015
Dialer Manager / Operational Excellence

Administered dialer system, while devising system, performing maintenance, and delivering programming to leverage dialer aspects, enhance organizational effectiveness, and augment overall performance. Oversaw and tracked predictive dialer system while developing campaigns, calling lists, filters, reports, and list strategies through real-time monitoring, while ensuring compliance with State/Federal regulations. (FDCPA, TCPA)

Key Achievements:

- Slashed resolution time for customer inquiries by developing and deploying multiple telephony systems for multiple locations.

- Optimized overall contact rate, and enhanced revenue and productivity of agents by implementing outbound dialing strategies.

Additional Experience

Manager at Finish Line.

USN at US Navy.

Technical Proficiencies

Tools / Technologies:	HTML, CSS, Javascript, React, Express, Node, MongoDB, Python, NumPy, Pandas, PyTorch, Scikit-Learn, MySQL, PostgreSQL, VS Code, and Github.
Hardware:	Configured and maintained Cisco Call Manager, and multiple VOIP systems including TCN, Five9, and Livevox.
Portfolio:	https://slarsen-portfolio.netlify.app/

Certifications

Computer Info System Tech AAS, Certified Cisco Meraki Network Operator, Full Stack Web and Mobile Development

Education

Associate of Applied Science, Web Applications Developer Level 2
    Volunteer State University

Associate of Computer Information Technology
    Volunteer State Community College

Full Stack Web and Mobile Development Bootcamp
    Nucamp Coding Bootcamp (Sept. 2020)

Full Stack Engineer CodeX Academy
    Current (Estimated completion 3/8/2022)

Professional Affiliations

Activities and Societies: Member, (Sigma Alpha Pi) The National Society of Leadership and Success, 2012

Member, (Kappa Beta Delta) Honor Society for ACBSP accredited business programs, 2012