

# TAYLOR STANLEY

**Student, Digital Media: Web Design - UNIVERSITY OF CENTRAL FLORIDA**

Winter Park, FL 32792

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(954) 592-5422

Passionate interest in web development with aspirations for Front-End Development. Has exemplary transcription and captioning skills.



## WORK EXPERIENCE

### **Student, Digital Media: Web Design**

**UNIVERSITY OF CENTRAL FLORIDA** - Orlando, FL

August 2018 to Present

Currently pursuing comprehensive four-year course of study in digital media: web design track, laying solid groundwork for my eventual career in web development. Completed coursework includes Introduction to Customer Service and Help Desk, Introduction to Digital Media, Fundamentals of Interactive Design, Digital Video Fundamentals, Front-End Web Design, Client-Side Scripting, Database Management Systems, and Web Site Development.

### **Ecommerce Personal Shopper**

**Walmart** - Coconut Creek, FL

April 2020 to June 2020

Provides customer service by acknowledging the customer; identifying customer needs; assisting with purchasing decisions; locating merchandise; resolving customer issues and concerns and promoting products and services, while maintaining a safe shopping environment. Fulfills customer orders by reviewing orders; locating, preparing, and packaging merchandise; ensuring the accuracy of orders prior to pick-up; making appropriate product substitutions and consulting with customer as needed to ensure satisfaction.

### **Guest Services Associate**

**University of Central Florida Student Union** - Orlando, FL

October 2019 to March 2020

Responsible for managing several areas of facilities located at the University of Central Florida in the All Knight Study and Printing Lab locations. Demonstrated quality customer service and answered customer questions; provided courteous, professional and prompt service; thorough knowledge of products and services offered; firm adherence to retail policies.

### **Captioning Assistant**

**CapTel Service Specialists** - Orlando, FL

March 2019 to August 2019

Providing captions to clients that utilize the CapTel telephone system, which displays text captions for hard of hearing/deaf people.

### **Telemarketer**

**DialAmerica** - Orlando, FL

October 2018 to January 2019

Telemarketing to clients for continuity in their SiriusXM satellite radio subscriptions.

### **Shift Manager**

**MCDONALD'S** - Orlando, FL

February 2018 to August 2018

Responsible for the overall operations and profitability of the store. Managed the day-to-day running of the establishment and made sure that high standards of customer service, cleanliness and hygiene, quality assurance, staff morale, training and performance were maintained.

### **Crew Member**

**MCDONALD'S** - Orlando, FL

July 2017 to February 2018

Demonstrated engaging customer service skills and a solid work ethic as Crew Member for busy fast-food chain. Greeted customers and helped in menu selection, operated the cash register, simultaneously took orders and processed transactions.

- Earned Employee of the Month award



## **EDUCATION**

### **Bachelor's in Digital Media: Web Design**

**University of Central Florida** - Orlando, FL

August 2018 to Present

### **Associate in General Studies**

**Valencia College** - Orlando, FL

August 2016 to June 2018



## **SKILLS**

- Call Center (Less than 1 year)
- Customer Service (2 years)
- HTML (1 year)
- CSS (1 year)
- Javascript (1 year)
- Web Development
- Front-End Development
- Web Design
- Bootstrap
- Wordpress
- Github pages



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## LINKS

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<https://tam-114.github.io/>



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## ADDITIONAL INFORMATION

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Self-motivated and highly reliable university student positioned to contribute strongly to customer service operations demanding tact, enthusiasm, and an exemplary work ethic.

- Customer Service: Able to utilize strong interpersonal skills, team orientation, and ensure provision of high-quality customer service within fast-paced environments.
- Communication & Presentation: Charismatic communicator in speech and in writing. Build lasting relationships with both peers and customers.
- Organization / Computer Skills: Outstanding time-management and organizational abilities. Technical proficiencies include Microsoft Office Suite, programming in C, HTML, and CSS. Typing speed of 45 wpm.
- Key Strengths: Intelligent and loyal team member, readily listening to others, acknowledging peer accomplishment, and contributing to positive and productive work environments and team morale.