

THORRELL TURNER

SOFTWARE DEVELOPER

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EDUCATION

BACHELOR DEGREE, COMPUTER SCIENCE

Old Dominion University | Norfolk, VA | 2021

PROJECTS

CARE CORNER | ANDROID APPLICATION

github.com/thorrellt/CareCorner

An application written in Java and XML that was designed to improve user safety.

- Back-end constructed using LocalStack and Serverless Framework to serve as a local AWS environment.
- Utilized the HERE API for location mapping and the Twilio API for MMS messaging.

MC 311 NOTES TOOL | WEB APPLICATION

thorrellt.github.io/mc311-tool

A tool created to aid in my current position to help increase speed and efficiency throughout my entire department.

- Generates custom notes based on input fields & commonly reference data.
- Written using Bootstrap 5, JavaScript, & jQuery.

For more projects & information, please visit thorrellt.com or github.com/thorrellt.

TECHNICAL SKILLS

HTML | CSS | JavaScript | Java | XML | Kotlin

Bootstrap 5 | React.JS | Linux | Version Control (Git)

WORK EXPERIENCE

PUBLIC INFORMATION REPRESENTATIVE

Montgomery County | Rockville, MD | 2019 – Present

Aid residents in acquiring public information and county services within Montgomery County, Maryland.

- Reduced handle time by 15% on average by recognizing redundancies regarding request creation and creating the MC-311 Notes Tool.

BILLING COORDINATOR

BlueStar Senior Tech | Rockville, MD | 2018 – 2019

Oversaw the billing and collections team for a startup tech company that served the aging and disabled.

- Identified inefficiencies in the billing procedures and addressed them by crafting and rolling out new practices. A decrease in delinquency by over 17% directly stemmed from this in Q1-2019.
- Refined my role within this start-up by writing the procedural documentation for future billing coordinators.
- Created a repeatable system for reporting billing data and delivered it weekly to the CEO.

BANKING SERVICE REPRESENTATIVE

Capital One | Laurel, MD | 2017 – 2018

Applied analytical and interpersonal skills to support users with banking and tech related issues.

- Wrote and maintained 3 Intranet pages using basic HTML, CSS, and JavaScript.
- Achieved the rank of #2 in 2017 for call quality in my department.

RECOVERIES SERVICE REPRESENTATIVE

Capital One | Chesapeake, VA | 2014 – 2017

Leveraged active listening and problem solving skills to provide solutions to customers with charged off accounts.

- Founding member of a committee focused on driving a digital initiative throughout all lines of business.
- Obtained the 6th highest cumulative performance rating in my unit in 2013, leading to me 2nd promotion in 2014.
- Ranked in the 90th percentile in dollars collected in 2012, leading to a promotion in less than one year.