THORRELL TURNER

SOFTWARE DEVELOPER

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EDUCATION

BACHELOR'S DEGREE, COMPUTER SCIENCE   Old Dominion University | Norfolk, VA | 2021

PROJECTS

DEVJOBS | FULL-STACK WEB APPLICATION   github.com/thorrellt/devjobs

React | Node.js | Express | MongoDB | Javascript | Vite | HTML | CSS | Axios | JWT | Heroku | npm | GitHub

A fictional job board website that includes user profiles, CRUD functionality for job postings, filtered searches, a dark mode toggle, and URL path-based page creation.
- Frontend is a multi-page site from a single ReactJS application using React Router. Integrated Axios for more intuitive API calls.
- Backend server built using Node.js, Express, and MongoDB and deployed online with Heroku.
- Used JSON Web Tokens (JWT) to track user access and sessions, and Bcrypt to hash data in the database.

CARE CORNER | ANDROID APPLICATION   github.com/thorrellt/carecorner

Android Studio | Java | XML | Twilio | HERE | Gradle | GitLab| LocalStack | Linux

An Android application to improve user safety. It includes GPS tracking, MMS messaging using Twilio, audio recording, event tracking, and an AWS ready backend using LocalStack, Serverless Framework and Docker.
- Served as the team lead on this project. Oversaw semi-weekly meetings and lead the presentation of the working prototype to the clients.
- Implemented all mapping features using the HERE API, including real time map display, location sharing, and storage of GPS data.
- Implemented the UI and functionality for audio recording, storage, retrieval and removal.
- Built the UI and functionality for the panic button feature to notify contacts, track location, record audio, and store all data from the incident.

MC 311 NOTES TOOL | WEB APPLICATION   thorrellt.github.io/mc311-tool

Bootstrap 5 | Javascript | JQuery | HTML | CSS | npm | GitHub

A web application used by MC 311 staff members, that increased speed and efficiency throughout the entire department.
- Generates custom notes based on input fields & commonly reference data.
- Written using Bootstrap 5, JavaScript, & jQuery.

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

WORK EXPERIENCE

PUBLIC INFORMATION REPRESENTATIVE   Montgomery County | Rockville, MD | 2019 – Present

Aid residents of Montgomery County, Maryland in acquiring public information, accessing resources, and receiving county services.
- Created the MC 311 Notes Tool after recognizing redundancies when creating requests. This resulted in an average reduction in handle time of 15%.

WORK EXPERIENCE (cont.)

BILLING COORDINATOR   BlueStar Senior Tech | Rockville, MD | 2018 – 2019
Organized the billing and collections team for a startup tech company aimed towards serving the aging and disabled.
- Crafted and rolled out new practices after identifying inefficiencies in the billing procedures. The resulting changes decreased account delinquencies by 17% in Q1-2019.
- Refined the billing coordinator role by writing nine procedural documentations for future billing coordinators.
- Organized a repeatable system to gather, analyze, and output billing and collections data. Delivered data, via a report, to the CEO three to five times per month.

BANKING SERVICE REPRESENTATIVE   Capital One | Laurel, MD | 2017 – 2018
Addressed user's banking and technical issues by leveraging a solution-oriented communication style to troubleshoot.
- Designed, wrote, and maintained three Intranet pages for two lines of business, using HTML, CSS, and JavaScript.
- Achieved the rank of #2 in 2017 for call quality in the department.

RECOVERIES SERVICE REPRESENTATIVE   Capital One | Chesapeake, VA | 2014 – 2017
Managed a six-figure portfolio of high balanced accounts, that ranged in age from one to seven years, to recoup written-off debts.
- Co-founded a committee focused on driving a digital initiative throughout all lines of business. Delivered employee training integral to the rollout of new technologies.
- Achieved the rank of #1 in 2014 for call quality in the department.

ESCALATED CALL REPRESENTATIVE   Capital One | Chesapeake, VA | 2013 – 2014
Handled escalated cases for customers unable to resolve their past due accounts due to experiencing extreme financial hardships, or those filing for bankruptcy.
- Elected to improve and manage the department's information board, which included the development of monthly presentations to the leadership team about the department's performance.
- Obtained the 6th highest agent score, a metric measuring overall performance, within the unit in 2013, which contributed to 2nd promotion in 2014.

COLLECTIONS AGENT   Capital One | Chesapeake, VA | 2012-2013
Engaged with customers to negotiate effective financial solutions to resolve past due accounts, resulting in over $117,000 dollars collected.
- Ranked in the 90th percentile in dollars collected in the department in 2012, leading to a promotion in 2013.