

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

A fictional job board website that includes CRUD functionality, filtered searches, a dark mode toggle, and URL path-based page creation.

- Frontend is a multi-page site running on a single ReactJS application. Integrated Axios for more intuitive API calls.
- Used Node.js, Express, and MongoDB to build the backend and Heroku to host the server online.

CARE CORNER | ANDROID APPLICATION

github.com/thorrellt/carecorner

A mobile application designed to improve user safety. It includes GPS tracking, MMS messaging, and audio recording.

- Served as the team lead on this project. Oversaw semi-weekly meetings and presented the working prototype to the clients.
- Written in Java within Android Studio with the build automation done using Gradle. Utilizes the HERE API for location mapping and the Twilio API for MMS messaging.
- Backend uses LocalStack and Serverless Framework to serve as a local AWS environment and Docker for deployment.

MC 311 NOTES TOOL | WEB APPLICATION

thorrellt.github.io/mc311-tool

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.

TECHNICAL SKILLS

HTML | CSS | JavaScript | Java | XML | Kotlin

Node.js | Bootstrap 5 | React | Linux | Version Control (Git) | Gradle

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.