

Malachi Alusa

Phone: 435-772-5277
Saint George, Utah, 84770

Skills

Highly Organized
Quick Study
Self-Motivated
Superior Communicator
Team Leader / 5 Years of Supervisor Experience
Excellent time management
Proficient to adapting to new technologies
Full Stack Web Application Development
Application Optimization
Designing creative UI, and Mobile interfaces

Work History

Balance of Nature

Assistant Manager, New Customer Sales
December 2019- April 2021

Responsibilities and Duties

- Interact with customers and secure income.
- Rigorously train on presentation of products and service to maximize sales.
- Maintain constant product information

Caption Call

Captioning Agent, Mentor Team Lead Supervisor
2015- April 2019

Responsibilities and Duties

Develop individualized training programs to increase employee, and team performance
Lead a team of over 27 Captioning Agents
Train and coach employees daily to better utilize company software, and provide superior customer service
Ease the flow of communication to upper management by addressing the needs of employees.
Maintain accurate reports on all employee's performance; including but not limited to: attendance, accuracy test scores, customer service levels, and work schedules.
Pass weekly accuracy assessments and maintain highly accurate captions.
Plan and implement time management strategies to accommodate changing work demands.

Technologies

Front-end

HTML
CSS
JavaScript
React
Bootstrap
HandleBars
Bulma
Sass

Back-end

Node.js
Express.js
Sequelize.js
APIs
GraphQL
PWA

Database

MongoDB
SQL
MySQL
SQLite

Secondary Languages

C++
Python
Ruby

Certifications:

University of Utah: May 2021, Full Stack Development

Contributions

- Record Braker: Broke company sales records the first week of employment
- Trained New Sales team and maximized division sale profits.
- Maintained Highest Grossing Team 2020

Contributions

- Designed an introduction system that advertised our professional development course to new employees to increase retention
- Coached, Mentored, and professionally developed over 200 employees
- Regularly involved in training new Team Leads Supervisors
- TLS of the Quarter (Q3 2018)
- Artichoke Award recipient (Q1 2019)

GitHub: <https://github.com/tonganknight>

Email: malachialusa@gmail.com

Portfolio: <https://react-malachi.herokuapp.com/>

References upon Request