

Victor Litzau

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I am a full stack developer with an interest in front-end development; I see myself in a developer role making user experience both elegant and functional. I enjoy working in teams, as I have done while pursuing my master's degree with an emphasis in information technology and while earning a certificate in full stack web development at University of North Carolina.

I am motivated to get the best development results from specification requests as I am detail oriented. Challenges of creating and managing development ideas is the reason I have chosen coding career path. Working in a development career is where my skillset will shine. I have experience as a business owner, managing people, training employees, and working in a creative environment.

SKILLS

HTML, JavaScript, jQuery, CSS, MVC, JSON, SQL, Bootstrap, Web API, Node.js

OTHER SKILLS

Organization, Documentation, Managerial, Training, and Team Building

EXPERIENCE

Customer Care Advocate Humana Insurance/Conduent Inc– July 22, 2019 – April 1, 2020

- Insurance Plan, billing, medical, and pharmacy benefits for Humana members using CRM salesforce interface
- Document all interaction with Humana members in CRM (Salesforce)
- AS400 procedure calls and database changes for member's demographics
- Skype and Microsoft Office Suite professional

Amazon Logistics, AMXL - HRD1, PT Operations Lead (level 3) January 27, 2019 – June 7, 2019;

- Hired **April 2018 – June 2018** for RDU5 fulfillment center (FC)
- Transferred to Heavy Bulky Department in June 2018
- Became a logistics Ambassador for HRD1 (Heavy Bulky Raleigh Durham 1)
 - Assist Site Operations Manager with routing Heavy Bulk package delivery
 - Use Yard management software to check-in Line Haul tractor trailers, signoff on Bill of Ladings, induct inventory for routing and eventual delivery on scheduled dates
 - Manage efficiency of areas of use in the warehouse, determining the best placement and storage of items
 - Liaison with Delivery Service Providers and Driver Associates for daily delivery success
 - Resolve package delivery issues using multiple software interfaces; with a daily goal of 100% FC to door delivery
 - Use Carrier Operations Management Platform for updating reports and monitoring on the road delivery statuses
 - Use Customer Service Central to resolve scheduled and unscheduled delivery issues for customer facing interaction and satisfaction
 - Use amazon.logistics.com/ "CORTEX", a routing software platform, to reroute and monitor scheduled delivery success by Driver Associates, and monitor real-time delivery status for Delivery Service Providers (DSP)
 - File Logistics Reports using Excel tools created by myself and other project managers within Amazon Logistics and DSP on hourly basis
 - Created or upgraded several Excel tools that AMXL uses for reporting or monitoring deliveries

- Updated Daily Hand off report created for Atlanta HAT1, Raleigh HRD1, - AMXL
- Taken ownership of a national rollout for an Excel tracking tool that I created for the entire Amazon Heavy Bulky network. This tool tracks the on-time success of scheduled deliveries at each station across the nation – called the DSLP (Delivery Slot Performance) Tracker.
- Wrote macros to email Excel reports to regional and site leaders with a click of a button, for example the DSLP Tracker report

Charter Spectrum - February 23, 2018 -April 12, 2018

- outside sales door to door
- sales representative Outside sales of Spectrum cable and internet packages – door to door potential customer facing environment

January 2017 – February 23, 2018 Full-time care giver for a family member.

Coder Foundry, Web Software Engineer, Kernersville, NC, September 2016 – December 2016

- Educational experience
 - Enrolled in CODER FOUNDRY to prepare for a return to work in the information technology field.
 - Hands-on, head-down coding experience that emulated a 9-5; SCRUM-Agile work experience
- During my time at CODER FOUNDRY I created a personal portfolio and blog website using C#, MVC .NET, JavaScript, HTML5, CSS, jQuery, ASP.NET, SQL, Bootstrap, LINQ, and WebAPI
- Created fully functional bug tracker web application, intended for development environment to distribute trouble tickets from users, tester, administrators to developers. I built the web app from scratch using C# .NET language and, implementing two factor identification for registration and login, with role-based system directed by administrator. This project also includes a file uploading feature
- Created fully functional financial portal web application using .NET MVC framework; composed dynamic front-end design using partial views, JSON, and AJAX. This project also included invitation by administrator for registration and two factor identification. This financial portal is accessible to multiple entities and places the users only within the financial portal within which they are invited.

Blown Away Airbrush LLC, Business Owner, March 2003 – June 2016

- Blown Away Airbrush was a sole proprietorship prior to me and my business partner incorporating it in 2006. We were growing rapidly and wanted all our infrastructure under one name. I had three locations in Broadway at the Beach – Myrtle Beach, SC. One location in Barefoot Landing in North Myrtle Beach, SC. We had winter seasonal inline stores in Jacksonville Mall, NC; Concord Mills Mall, NC; and Triangle Town Center Mall, NC. I also had a mobile airbrush trailer for State Fairs, including; NC State Fair, State fair of Virginia, Nashville – Tennessee State Fair, Florida State Fair and Louisiana State Fair
- In order to promote and drive traffic to our locations I built a web site and mobile web site for Blown Away Airbrush – I maintained and updated SEO for the site using google analytics, and social media platforms to drive traffic to the site and ultimately to our physical locations.
- As the company grew, I needed a platform to handle timesheets, artist's commission, Point of Sales daily, weekly, and monthly sales numbers, and inventory assessment and cost per item. I implemented the VB .NET program we created in-house to help with our enterprise wide solutions for a small growing company. This implementation was incredibly valuable as it recorded in a database days, months, and years information that I used to develop vendor ordering patterns.
- With the data gathered I went to our vendors and found new vendors that I could create net term agreements with. Ultimately saving greatly by ordering in bulk and item quantities when the business required the products the most.
- I also was able to create new revenue stream with the information by knowing when the Myrtle Beach area airbrush artists need inventory quickly. I created a wholesale business that catered to airbrush shops in the area that needed vendor products daily.
- I was also the Key Dealer on the Grand Strand for IWATA Airbrush equipment. It is the most popular airbrush company in the industry, and I was very proud to be sponsored as a reseller of their products.

- As an owner I honed leadership skills such as, creating a business culture that was customer focused and created a policies and procedures manual for training and maintaining staff consistency.

Hudak Realty Inc., *Licensed Real Estate Agent, IT Management*, Little River, SC, Part-time 2008 – 2014

- Interacted with customers and created clients through buyer/seller agency for the purchase and sale of real estate in South Carolina. I created and amended contracts and contingency clauses for clients to execute sales and purchases.
- Maintained Real Estate Business Website working as administrator of MLS listings, Rental Properties, assigning roles, and email addresses for realtors in the office. Posted Realtor branding and contact information.
- Served as Main IT Manager for multiple offices. Working on network connectivity, setup OneNote MS intranet communications, installed print-servers and shared printers, configured and maintained fax and copy machines.
- Applied A+ knowledge to fix PC components in windows operating system and installed business-related software, as well as updates to MS Windows Operating Systems and Office Suite

CWare Computer Services, *IT Services Professional*, Surfside Beach, SC, 2003 – 2005

- Applied A+ knowledge to daily break-fix issues for customers that dropped off PCs and Servers to be repaired at the shop for Windows Operating Systems, Linux based Operating Systems, and Novell Servers
- Worked on site in a customer facing arena - trouble shooting networks, File Servers, and PCs. Installed field replaceable components and software specific to business and individual home networks.
- Installed and configured wireless networks in offices and customer's homes; using router and proxy server gateways.
- Worked with MS Active Directory services; Domain services, Rights, Organizational Units, Replication, and Database/File server implementations
- Tasked with custom building PCs for customers that were upgrading
- Built Windows, Linux, and Novell Servers from the ground up using SCSI, Serial ATA, etc., implementing various RAID arrays for data replication and failover for local businesses

EDUCATION (transcripts available upon request)

MBA, Emphasis in Information Technology --- **MBA Program GPA: 3.95/4.0**

University of Phoenix

International National Honor Society in Business - Delta Mu Delta

Bachelor of Science, Psychology

University of South Carolina at Coastal Carolina

Treasurer, Vice President Socratic Club USC at Coastal Carolina, President Socratic Club

Scheduled regular meetings, tasked with planning yearly budgets for symposiums with faculty and students of other Universities, as well as hosting events.

Associate of Science, Computer Technology (Networking Emphasis)

Horry Georgetown Technical College

VP of Phi Theta Kappa: Tasked with planning and scheduling of meetings and helped prepare yearly budgets. Instrumental in planning two community health fairs in the Myrtle Beach Area.

AITP - VP: Conducted meetings recruited members and coordinated two trips to the National Competition for Association of Information Technology Professionals.

Recipient of National Science Foundation Scholarship