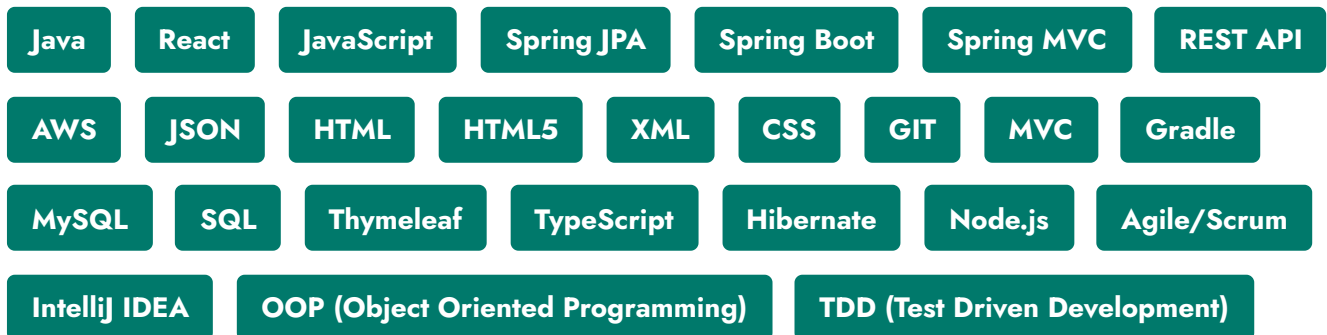


Zach Moore

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<https://github.com/zachmoore223> • <https://www.zacharymooreportfolio.com/>

Technical and Transferable Skills



Projects

HydroHomie, *Java, React, Spring Boot, JSON, Javascript, HTML, CSS, REST API*

- Developed and deployed an innovative single-page web design using React, showcasing a seamless and intuitive user interface
- Empowered users to curate their own personalized collection of plants from a self-crafted plant API, providing them with a unique and tailored experience
- Facilitated the creation of customized watering schedules for each plant in the user's collection, offering a comprehensive solution to effectively manage and maintain optimal plant care.

WeatherApp, *React, JSON, Javascript, HTML, CSS, REST API*

- Engineered and executed a captivating single-page web design utilizing React and seamlessly integrating a weather API to showcase real-time, hourly, and daily forecasts for carefully curated cities.
- Provided users with a dynamic and informative weather experience, delivering up-to-the-minute weather data and empowering them to make informed decisions based on accurate and comprehensive forecasts for their selected cities.

Virtual Pet API, *Java, Spring Boot, JSON, Javascript, Thymeleaf, HTML, CSS, REST API*

- Utilized a comprehensive stack of cutting-edge technologies, including Java, Spring Boot, JSON, Javascript, Thymeleaf, HTML, CSS, and REST API, to architect and develop a robust virtual pet application.
- Collaborated within a dynamic team of three members, successfully delivering the project within a tight timeframe of two weeks, showcasing exceptional teamwork and efficient coordination.
- Implemented a versatile and user-friendly interface, allowing users to effortlessly create and manage multiple virtual pet shelters, providing a nurturing environment for numerous virtual pets. Users could then perform various actions, such as "feed," to ensure the well-being and happiness of their virtual pets, enhancing the interactive and immersive experience.

Education

01/2023 – 04/2023	Software Development Certificate , <i>We Can Code IT</i>	Columbus
09/2005 – 06/2009	Bachelor's of Arts - Psychology , <i>The Ohio State University</i>	Columbus

Professional Experience

03/2022 – 11/2022	Warehouse Associate , <i>Rogue Fitness</i>	Columbus
<ul style="list-style-type: none">• Achieved and consistently upheld a remarkable production rate of over 90% in the bumper section of the warehouse• Demonstrated exceptional commitment to quality by ensuring a weekly packing accuracy rate of 95% or higher		

- Demonstrated utmost professionalism and reliability with a flawless attendance record, exhibiting zero instances of unexcused absences or tardiness

05/2021 – 11/2021

Bodily Injury Adjuster, Progressive

Columbus

- Consistently achieved an impressive average closing rate of two weeks for non-injury claims and two months for injury claims, demonstrating exceptional efficiency and effectiveness in claims management
- Effectively handled an average caseload of 50 claims, implementing a systematic diary and priority system for each claim, ensuring optimal organization and timely resolution
- Delivered outstanding customer service by promptly returning voicemails within an average timeframe of under 12 hours, while consistently receiving a minimum of five positive surveys each month, indicative of high levels of customer satisfaction.

05/2019 – 05/2020

Connected Auto Pilot Test and Claims Adjuster, Progressive

Columbus

- Conducted comprehensive testing of cutting-edge software designed specifically for connected auto applications, enabling claims adjusters to streamline their processes and enhance efficiency
- Consistently delivered detailed weekly reports, offering valuable feedback and insights on the performance and usability of the connected auto application, contributing to ongoing improvements and optimization
- Efficiently managed a substantial caseload, averaging 75 claims from 20 different states with a diverse range of auto claims laws, effectively navigating complex jurisdictional requirements and ensuring seamless claims processing across multiple locations.

12/2018 – 05/2019

Claims Adjuster Trainee, Progressive

Columbus

- Consistently held monthly closure rate of 75% of total losses with a 2 week average
- Effectively handled an average caseload of 50 claims, implementing a systematic diary and priority system for each claim, ensuring optimal organization and timely resolution
- Delivered outstanding customer service by promptly returning voicemails within an average timeframe of under 12 hours, while consistently receiving a minimum of five positive surveys each month, indicative of high levels of customer satisfaction.

06/2015 – 12/2018

Sales Associate, Aflac

Columbus

- Consistently achieved a high-volume prospecting rate, actively engaging with and reaching out to an impressive range of 30 to 40 businesses on a daily basis, resulting in a substantial average appointment rate of 3 to 5 appointments secured per day
- Efficiently oversaw the management of business accounts and invoices for a diverse portfolio of over 25 accounts, encompassing an average workforce of 8 employees per account, ensuring accurate and timely financial transactions and fostering strong client relationships
- Sustained a strong level of customer satisfaction by skillfully handling claims through both online and in-person interactions, consistently providing prompt and effective resolution, and maintaining a positive and proactive approach to customer service.