

Cark Studios

DEVELOPER/DEVOPS

OBJECTIVE

Dedicated professional with 11 years of experience in customer service and coordination, seeking to leverage problem-solving skills and a self-taught programming background into a junior developer position. I am passionate about technology and continuous learning with an ongoing Associate Degree in Computer Science.

EXPERIENCE

CALL CENTER REPRESENTATIVE

June 2012 – Present

Acted as a liaison between the call center and IT department to troubleshoot software issues, reducing downtime by 15%.

Led training sessions for new employees on navigating the company's database and efficiently handling calls, resulting in a 40% reduction in training time.

Recognized for outstanding customer service with a "Top Performer" award for four consecutive quarters.

Collaborated with the software development team to test new call center software updates, providing valuable feedback that led to user-centric improvements.

PIZZA DELIVERY DRIVER

January 2007 – May 2012

Orchestrated a team of 5 drivers, coordinating schedules and routes for maximum efficiency.

Analyzed delivery data to identify trends, using findings to advise on marketing strategies that increased delivery orders by 25%.

Facilitated a feedback loop with the IT department to refine the company's order-taking app, enhancing user experience.

CONTACT

info@carkstudios.com

Request phone number by email

www.carkstudios.com

<https://github.com/carkstudios>

ABOUT ME

I am passionate about developing digital solutions that are not only functional but also user-friendly, consistently striving to build applications that are efficient and engaging for users.

EDUCATION

Hometown College, 2025

Associate Degree in Computer Science

SKILLS

Usability testing

Project management

User research

Proficient in C++, C#, Java,

Python, HTML, CSS, JavaScript

Excellent communication and customer service skills

