

Jason Stevens

11 S Lincoln Ave | Wenonah, NJ 08090

jasoncstevens13@gmail.com | 856-417-4558 | www.linkedin.com/in/jasoncharlesstevens | github.com/jasonstevens13

OBJECTIVE

To transition into a Junior Full Stack Developer position that fosters career technical growth with an organization that recognizes applicant's professional experience and transferrable traits.

PROFILE

- Full Stack student whose technical interests and proven aptitude has led to a career change into a developer role.
- Coding program building skills around the following curriculum: HTML5, CSS3, JavaScript, jQuery, Java, Bootstrap, Express.js, React.js, Node.js, Database Theory, MongoDB, MySQL, Command Line, Git, and more.
- Excellent written communicator who utilizes good judgment, attention to detail, and passion for research.
- Friendly, well-mannered, and polished individual with a work history comprised of semi-technical roles in financial services, communications, and the customer experience; often dealing with confidential information.
- Loyal and cooperative in interaction with all levels of management, clients, and vendors.
- A quick learner who endures reform and embraces new directives, strategies, and software. Possesses a true desire to build coding skill set and bring continued value, with specific interest in furthering overall full stack acumen.

EDUCATION

University of Pennsylvania LPS (In Collaboration w/ Trilogy Education Services, a 2U, Inc. Brand) – Philadelphia, PA Full Stack Flex Development Bootcamp, 2020

(Certificate Program, In Progress)

Rowan University – Glassboro, NJ Bachelors Degree Communications-Advertising, 2010

GPA: 3.4/4.0 (In Major); 3.27/4.0 (Overall)

EMPLOYMENT HISTORY

MRS BPO LLC – Cherry Hill, NJ

Manager – Contact Support/Digital Communications, January 2019 – Present

- Role shift into Contact Support Department which is responsible for the daily contact strategies and campaign builds, with regard to customer outreach via calls, texts, and emails.
- Administration and daily technical support of cloud-based contact center solution – Livevox.
- Communication with vendor; and workflow builds for text message solution – Twilio.
- Continued collaboration with internal developers to ensure proper workflow of all contact strategies.

Manager – Quality Assurance/Speech Analytics/Digital Communications, March 2015 – January 2019

- Oversight of call (and later digital) QA functions during two different departmental restructurings and company growth.
- Was the sole speech analytics user/builder/program manager. Created call recording audit schedule to enhance quality and performance efforts in a structured manner. Performed basic analyses to gather business intelligence, show ROI, and affect change for measurable results. Point person for vendor calls with assigned customer success director.
- Demonstrates sensitivity to the importance of tailoring messages and data for different audiences internally and externally. Drafts policies, procedures, and work instructions regularly.
- Protects employer and client reputations, while keeping the customer experience at the forefront.
- Developed persuasive responses/rebuttals for phone and digital communication agents. Drafted comprehensive FAQ page and knowledge base for company website and for chat bot reference.
- Participation in regular monthly calls for multiple clients.
- Successfully lead the build of a new Digital team (text, chat, and email), which includes vendor selection and new policy drafting. Additionally, responsible to monitoring the health and KPIs for digital initiatives.
- Worked with developers to outline call flow structure of artificial intelligence IVR.

Northland Group, Inc. (Formerly - Accounts Receivable Management, Inc.) -- Thorofare, NJ

Manager – Compliance/Quality Assurance/Speech Analytics, May 2010 – March 2015

- Cooperated with speech analytics vendor CallMiner during the initial on-sight training and implementation of speech analytics software. Appointed as lead analyst, and developed initiatives while balancing regular QA and Compliance tasks during a time of departmental downsizing. Quickly learned the software, designed queries and scoring; and then improved performance and compliance scores by 9% in the first 6 months.

- Appointed as a member of Compliance and Change Control Committees; a point person for compliance, quality assurance, and complaint resolution-related questioning during client audits.
- Participated in vendor management conference calls; often drafting answers for RFP and audit-related questionnaires.
- Assisted in development of a compliance audit and corrective action plan; a project that focused on the research of industry law and the writing of policies. Facilitated training sessions based on risk assessment trends.
- Employed copywriting and design skills to offer employer an economic solution for high-end marketing materials; the completion of a sales booklet – a task that required an competition analysis, collection of internal information, numerous project meetings with executives and sales reps, a branding plan, and ultimately a finished print product.

Phone Representative, November 2006 - May 2010

- Introduced to credit lending and collections industry. Exercised salesmanship and customer service skills to hit monthly quotas in a fast paced environment.
- Recognized for performance and compliance while balancing Collector position and full-time university coursework.
- Promoted to Quality Assurance department

USA Intern, LLC -- Pennsauken, NJ

Communications Intern, February 2010 - May, 2010

- Worked closely with the founder of a web-based internship recruiting company and gained experience in overall strategic initiatives, sales, and networking; represented the company during career fairs and conferences.
- Assisted with quantitative and qualitative research such as competition analysis, brand strengthening, involvement in email copy writing, email campaign scheduling, and website research and testing.