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http://jcaim.me

# JARIN YARBROUGH

FRONT-END DEVELOPER &  
CUSTOMER SUPPORT AGENT

## SKILLS

- CLEAR COMMUNICATOR (WRITTEN AND ORAL)
- ALWAYS EMPATHETIC AND SOCIABLE
- THINKS OUTSIDE THE BOX
- TROUBLESHOOTS WITH LITTLE TO NO OUTSIDE DIRECTION
- CONFLICT MANAGEMENT AND RESOLUTION
- POSITIVE ATTITUDE, EVEN UNDER PRESSURE
- HTML, CSS, SASS AND JQUERY PROFICIENCY
- JAVASCRIPT AND PHP KNOWLEDGE
- UTILIZES BEM METHODOLOGY

## EXPERIENCE

**WEB DEVELOPER | SUPIR LAB, UNIVERSITY OF SYDNEY SCHOOL OF PSYCHOLOGY | FEB 2018 - PRESENT**

- Completely redesigned and coded the SUPIR Lab website from the ground up.
- Vastly improved member satisfaction with the website.
- Maintains the website as needed.

**CUSTOMER SUPPORT AGENT | TELETECH | SEPT 2015 - MAR 2017**

- Consistently maintained an NPS score of 80+ and 100% Reliability.
- Ensured superior customer service for client's most loyal and high-spending customers.
- Investigated and resolved issues in a timely manner, typically on the spot.
- Creatively solved problems with no current standard fix by researching and trying outside-the-box methods.

## EDUCATION

**ASSOCIATE OF APPLIED SCIENCE IN WEB TECHNOLOGIES | FORSYTH TECHNICAL COMMUNITY COLLEGE | JAN 2017 - PRESENT**

- Named on President's List for every semester with a 4.0 GPA.
- Offered position as President of Forsyth Tech's chapter of the Association of Information Technology Professionals (AITP), turned it down due to having to move states.
- Served as AITP chapter's Media Coordinator for the fall semester.

**ASSOCIATE OF ARTS IN GENERAL EDUCATION | FORSYTH TECHNICAL COMMUNITY COLLEGE | AUG 2010 - DEC 2012**