

Francesco Troiano

Software Developer

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<https://github.com/francescodt>

TECHNICAL SKILLS

Languages: C#, ASP.NET, .NET Core, JavaScript, HTML5, CSS, jQuery

Tools: Github, Ubuntu, Git Bash, VS Code, Visual Studio

Operating Systems: Windows, Android

PROJECTS

Quarantimes Together - <https://github.com/francescodt/quarantimesTogether>

March 2020

- Languages Used: HTML5, CSS, JavaScript

Data Structures- <https://github.com/francescodt/data-structures-and-algorithms>

March 2020

- Languages Used: JavaScript

EDUCATION

University of Iowa, Iowa City, IA

August 2010 - May 2012

- Two years of study in pre-pharmacy.

Delta V Code School, Cedar Rapids, IA

- Graduation pending July 2020

EXPERIENCE

Kelly Services, Waterloo, IA - Material Specialist

July 2018 - Jan 2020

- Coordinating material delivery to production departments; Communicating urgency with warehouse locations to prevent impacts with assembly lines to hone prioritization skills.
- Facilitate critical information with department supervisors, wage workforce, supply management, and material flow support team members.
- Coordinate and communicate the implementation of engineering and material changes in upcoming decisions in multiple production departments.

Veridian Credit Union, Cedar Falls, IA - Customer Service Representative III

July 2016 - July 2018

- Listening to members' needs via phone and online chat, being able to translate their needs with usually little information on tight timelines while developing communication skills and understanding.
- Answer members' questions with regards to credit union services.
- Accelerated learning for internal peer training and development.

HGS, Waterloo, IA - Senior Assist Line

March 2012 - June 2014

- Assist incoming customer calls over the phone, and worked escalated calls from customers who had not received a satisfactory experience.
- Trained 20 peers from the department to be phone ready. Worked as a source of knowledge for training and development.