



# ADRIAN AUCHTERLONIE

FULL-STACK WEB  
DEVELOPER

## CONTACT:

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## PROFILE

Data-driven, strategic thinker who is able to pivot quickly while maintaining an eye for project scope and top-level company goals. Creative problem-solver, skilled at uncovering actionable goals and data-driven insights that enable teams perform at their highest level.

## EXPERIENCE

### FULL-STACK WEB DEVELOPER STUDENT

UNIVERSITY OF DENVER | JUL 2021 - PRESENT

- Worked with a team to create a web application that created randomized and customized food/drink recipes. The web application was created using javascript, CSS, Bootstrap and HTML. [Link](#)
- Worked individually to create a web application that provided weather for any searched city. The application focused on API data pulled and presented using HTML, CSS, JQuery/Javascript. [Link](#)
- Created a scheduler using HTML and CSS provided but implemented scheduling functionality using JQuery/Javascript and local storage. [Link](#)

### WORKFORCE MANAGEMENT REAL-TIME ANALYST

EZCATER | MAY 2019- JUL 2021

- Utilize analytics software (Periscope & Teleopti) to identify real time service level and staffing trends to determine ways to decrease shrink, average handle time, while still maintaining customer quality.
- Use Teleopti data to determine staffing impact and create customer service schedules to meet service level goals while being cost efficient.
- Support implementation of process improvements and technology upgrades. Monitor inbound communication volumes throughout the day to maintain our high service level agreement; allocates workforce resources to maximize headcount for customer service quality.
- Organize/update Agents schedules using the program, Teleopti, while monitoring their adherence

### CUSTOMER SERVICE REPRESENTATIVE

EZCATER | AUG 2018- MAY 2019

- Problem solved in order to answer catering partner and customer inquiries and resolve any concerns.

## EDUCATION

### B.A. IN POLITICAL SCIENCE AND MINOR IN ENGLISH LITERATURE

UNIVERSITY OF COLORADO, BOULDER | 2014-2018

### FULL-STACK WEB DEVELOPMENT CERTIFICATE

UNIVERSITY OF DENVER | 2021-2021

## SKILLS

- Analytical Thinking
- Project Management
- Detail-orientated
- Process Improvement
- Business Analysis
- Microsoft Excel / Google Sheets
- HTML
- CSS
- JavaScript/JQuery
- Node.JS (in progress)
- Introductory SQL
- Google analytics