Amanda Knight

Indianapolis Indiana| 317-712-1485 | amanda.knight55@gmail.com | Linkedin | Portfolio

Professional Summary

Recent career change into the technology world with numerous years of customer service and training experience. Passionate about helping others with this new combination of skills. Excited to find a place in the Salesforce ecosystem.

Technical Skills

- C#
- ASP.Net
- HTML
- CSS
- REST
- Visual Studio

- SQL
- Bootstrap
- Angular
- Angular Materials
- ASP.NET Razor
- GitHub

- Slack
- ASP.NET MVC
- Agile Methodologies
- Azure
- Heroku

Education

.NET Program | August 2019 | Eleven Fifty Academy
- Leadership award: 2019

Salesforce Pathfinder Program | Fall 2019
- Admin Certificate in progress May 2019

Experience

Eleven Fifty | Instructor | September 2019 (Current)
- Manage classes with 30 to 60 students per class
- Help students to debug projects and grade hundreds of code projects for each cohort
- Run about 4 cohorts a year, teaching and guiding 100+ students with this number growing as Eleven Fifty grows
- On curriculum team: update rubrics, assignment prompts, and modules
- Create additional learning resources to assist with all learning styles

Herff Jones | Account Manager | January 2019 - March 2019 (Temp)
- Support California Colleges for all diploma orders
- Maintained physical files, and email correspondence of the schools and sales reps
- Utilize Oracle system on a daily basis to gather information and to investigate issues on current orders

RCI | Real-Time Analyst |February 2016 - December 2018
- Analyze data of call flow for four call center locations and thousands of inbound calls daily
- Ran bi-hourly reports and wrote daily wrap up reports

RCI | Customer Care Representative |September 2014 - February 2016
- Handled hundreds of inbound calls providing personal customer service daily
- Met daily production, schedule adherence, and attendance goals

RGIS |Hiring and training Administrative Assistant | November 2013 - September 2014
- Managed interviews, hiring, training, and the onboarding process for approximately 20 to 30 candidates per week