Ashlee Workman

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TECHNICAL SKILLS

Languages: Python, Ruby, SQL, MATLAB
Web Development: HTML, CSS, JavaScript, jQuery, Bootstrap, XML
Miscellaneous: Search Engine Optimization, Responsive Web Design, Quality Assurance, Microsoft Office

EDUCATION

Indiana University, Bloomington, IN   December 2015
Bachelor of Science in Informatics
Minor: Business

WORK EXPERIENCE

WebLink International Indianapolis, IN
Web Developer   June 2016 – Currently
- Uses JavaScript, CSS, HTML, and related technologies in a .Net environment to maintain client websites.
- Integrates components of WebLink software into client websites.
- Conducts quality assurance testing for websites to ensure proper functionality.
- Addresses client feedback on websites and makes updates or fixes as needed.
- Resolves miscellaneous web-related support tasks as assigned such as troubleshooting JavaScript errors, updating JavaScript calculations, and adding content using a content management system (CMS).

FormAssembly by Veer West, LLC Bloomington, IN
Support & Onboarding Specialist   August 2015 – June 2016
- Analyzes user requirements and assists users with the design and integration of web-based forms through the FormAssembly software.
- Resolves technical user issues varying from troubleshooting CSS, HTML, and JavaScript errors, debugging, and configuring integration with other services such as Salesforce, Authorize.net, Paypal, Google Sheets, and FreshBooks.
- Develops informative support documentation for the FormAssembly software.

Support Intern   May 2015 – August 2015
- Acted as lead in the evaluation of the implementation of the in-application support system, Intercom.
- Gathered feedback from the FormAssembly support team and FormAssembly users to evaluate the user experience of the Intercom
- Developed and implemented a support team schedule that allows the FormAssembly support team to meet their target of having an average initial response time below 2 minutes

Old National Bank, Bloomington, IN   January 2011 – September 2012
Customer Service Representative
- Consistently exceeded sales and referral goals by establishing a strong rapport and credibility with customers by using effective communication skills to discuss and analyze customer needs.

LEADERSHIP EXPERIENCE

Old National Bank, Bloomington, IN   June 2011 – September 2012
Teller Mentor/Senior Teller
- Certified by Human Resources to train new tellers.
- Distributed cash to tellers, as needed, through vault buys/sales and conducted teller cash drawer audits.
- Maintained the cash vault, balancing it daily, and ensured that branch cash limits were not exceeded.
- Prepared outgoing cash shipments to vendor and placed orders for incoming cash shipments.