

Adam Falony

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Objective: To obtain a position as a _____

Detail oriented, goal driven, and dependable. Dedicated to leadership and customer service. Experienced in web design, QA, SaaS, and workforce management. Committed to the clients and their needs, and attentive to noticing opportunities for growth and efficiency.

CORE COMPETENCIES

Web design	HTML/CSS/XML	JavaScript/jQuery
Salesforce/Jira	Microsoft Office/Excel	Photoshop/Lightroom/Adobe
Quality Assurance/QA	Organizational skills	Workforce Management/Aspect

PROFESSIONAL EXPERIENCE

NAVEX Global, Norcross, Georgia

July 2011 – present

Web Developer

July 2017 – Present

- Work on the EthicsPoint web reporting product for NAVEX, based on .NET and .asp infrastructure.
- Create custom websites designed for reporting ethics related concerns for clients, matched to their specifications.
- Manage back-end location databases through a proprietary CMS.
- Ensure strict deadlines are met while exceeding client expectations.
- Worked on internal tooling to automate processes and improve departmental efficiency.

Web Developer QA

September 2016 – July 2017

- Audited code and data for multiple products to ensure accuracy, adherence to best practices, and usability.
- Consistently exceeded billable utilization metrics, resulting in improved productivity and client satisfaction through on-time case work.
- Ensured strict deadlines are met while exceeding client expectations.
- Managed and maintained web data across four product platforms.
- Developed new best practices that were implemented within the department.

Workforce Administrator

May 2014 – September 2016

- Manage call volume among 260+ contact center agents.
- Route calls to the appropriate agents over various skill sets in order to efficiently and consistently meet the company's service objectives on a monthly basis.
- Assess and enact appropriate workforce management strategies, consisting of scheduling overtime, processing schedule swaps, break and lunch adjustments, and overall scheduling practices.
- Being a part of the leadership team in evaluating the proficiency of the contact center, and our overall effectiveness in achieving our service objectives.
- Consistent application of Avaya CMS software, Aspect workforce management software

Community workforce management software, Verint/Blue Pumpkin workforce management software, ADP for payroll application, Virtual Observer call observation software, and Microsoft Office applications, including the running of various reports and managing high amounts of data for the contact center.

- Creating and administering the contact center's intranet website to facilitate agents, and members of the leadership team to access vital information intrinsic to their positions, and to expediently service our clients.

Interview Specialist

July 2011 - May 2014

- Interviewed and extrapolated information from callers to create a succinct and complete report communicating internal compliance issues to client companies.
- Probed into issues to determine type and scope of the issue.
- Drove company goals through the reporting process and client satisfaction.
- Reported discrepancies within the NetClaim internet application in order to remedy technical glitches on a broad basis

Target Corporation, Flowery Branch, Georgia

June 2004 – July 2011

Electronics Specialist

- Led and trained a team of up to five associates toward reaching department goals in sales and service.
- Oversaw the changing of department merchandise transitions to ensure sales through new presentation and driving product management effectively.
- Provided experience and product knowledge to assist customers in making difficult decisions and achieve customer satisfaction.
- Ran one of the top three grossing departments within the store.
- Assisted the Logistics team in maintaining the electronics stock room.

EDUCATIONAL BACKGROUND

Gwinnett Technical College, Lawrenceville, Georgia

2006 until 2007

- Business Management Major
- Speech class, comprehensive writing class, Microsoft training class

Collins Hill High School, Suwanee, Georgia

May 2005

- High School Diploma
- German Club member, three years of German language classes

Maxwell High School of Technology, Lawrenceville, Georgia

May 2006

- Microsoft Office 2003 training

Other skills:

- I am a distance runner, averaging ~30 miles per week.
- I am an avid bibliophile, usually reading 2-3 books per month.
- I am familiar with various music production software applications including Ableton Live,

Apple's Logic Studio, and Pro Tools

- Currently teaching myself Spanish/German/French through several online courses.

