

COLEY VERBICK
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BACKGROUND SUMMARY

Communications Professional with diverse experience in web development, radio programming and production, retail and food service environments. Currently studying web and mobile technology. Strong customer service and relationship development skills that contribute to meeting client needs through innovative solutions.

EMPLOYMENT HISTORY

IMAGE MANAGEMENT LLC, Racine, WI **2015 to Present**

Web Developer

Design and build websites for clients in Drupal or Ruby on Rails. Develop HTML email newsletters. Participate in networking groups on behalf of the company.

- Reduced troubleshooting time by installing a virtual Windows machine with MS Office 2007 to ensure proper display in older versions of Outlook

BMO HARRIS BANK, Cudahy, WI **2012 to 2013**

Customer Service Representative

Perform transactions for customers such as withdraws, deposits, transfers, check cashing and cash advances.

- Analyzed customer needs and recommended options to enhance client profitability and increase bank revenue.
- Effectively handled account transactions to expedite issue resolution, ensuring accurate outcomes and customer satisfaction.

BATH AND BODY WORKS, Kenosha, WI **2008 to Present**

Sales Associate

Cashier, assist customers, demonstrate products, stock products and reset sales floor.

- Review new product information and participate in training to expand development of sales skills and enhance the customer experience.
- Received recognition from management for exemplary customer service and providing creative options for displaying product to increase sales.

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EDUCATION

BA, Radio Talent and Production, Minor, Photography
Columbia College Chicago, Chicago, IL

AS, IT Web Development

Social Media Certificate, Graphic Communications Web Design Certificate

Gateway Technical College, Kenosha, WI

AWARDS

Best Documentary – Columbia College Chicago, Radio Senior Awards (2008)
Scholastic Award – Gateway Technical College, Web Developer Program (2016)

TECHNICAL SKILLS

- Typing – 66 WPM
- Debug and restore functionality on computers
- Microsoft Office (Word, Excel, Powerpoint, Publisher)
- Digital photo editing with Adobe Photoshop
- Web Development and Design including CMS and Adobe Dreamweaver
- Web Server setup and administration
- JavaScript, jQuery and other dynamic web elements
- Java
- C++
- E-Commerce systems
- Responsive Design techniques
- PHP
- ASP.NET
- Android Application Programming
- Ruby on Rails