THORRELL TURNER

SOFTWARE DEVELOPER

thorrellt@gmail.com • 240-480-0610 • thorrellt.com • linkedin.com/in/thorrellt • github.com/thorrellt • Washington Metro Area

EDUCATION

BACHELOR DEGREE, COMPUTER SCIENCE   Old Dominion University | Norfolk, VA | 2021

PROJECTS

CARE CORNER | ANDROID APPLICATION   github.com/thorrellt/CareCorner

An application written in Java and XML that was designed to improve user safety.
- Back-end constructed using LocalStack and Serverless Framework to serve as a local AWS environment.
- Utilized the HERE API for location mapping and the Twilio API for MMS messaging.

ORDER MANAGEMENT API | REST API   github.com/thorrellt/orders_API

A Node.JS API designed to emulate an order/product management system.
- Used MongoDB's cloud platform Atlas for the NoSQL database.
- Included Token-Based Authentication using the JSON Web Token (JWT) library.

For more projects & information, please visit thorrellt.com or github.com/thorrellt.

TECHNICAL SKILLS

HTML | CSS | JavaScript | Java | XML | Kotlin   Linux | Node.JS | Version Control (Git)

WORK EXPERIENCE

PUBLIC INFORMATION REPRESENTATIVE   Montgomery County | Rockville, MD | 2019 – Present

Aid residents in acquiring public information and county services within Montgomery County, Maryland.
- Reduced handle time by 15% on average by recognizing redundancies regarding request creation and creating a tool to generate custom notes derived from input fields.

BILLING COORDINATOR   BlueStar Senior Tech | Rockville, MD | 2018 – 2019

Oversaw the billing and collections team for a startup tech company that served the aging and disabled.
- Identified inefficiencies in the billing procedures and addressed them by crafting and rolling out new practices. A decrease in delinquency by over 17% directly stemmed from this in Q1-2019.
- Refined my role within this start-up by writing the procedural documentation for future billing coordinators.
- Created a repeatable system for reporting billing data and delivered it weekly to the CEO.

BANKING SERVICE REPRESENTATIVE   Capital One | Laurel, MD | 2017 – 2018

Applied analytical and interpersonal skills to support users with banking and tech related issues.
- Wrote and maintained 3 Intranet pages using basic HTML, CSS, and JavaScript.
- Achieved the rank of #2 in 2017 for call quality in my department.

RECOVERIES SERVICE REPRESENTATIVE   Capital One | Chesapeake, VA | 2014 – 2017

Leveraged active listening and problem solving skills to provide solutions to customers with charged off accounts.
- Founding member of a committee focused on driving a digital initiative throughout all lines of business.
- Obtained the 6th highest cumulative performance rating in my unit in 2013, leading to me 2nd promotion in 2014.
- Ranked in the 90th percentile in dollars collected in 2012, leading to a promotion in less than one year.