



TIM RUDY

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Summary

Frontend Software Engineer with extensive experience in customer service management. Expertise in problem-solving, leadership, and communication, developed through diverse management roles. Demonstrated ability to create strategies that enhance customer satisfaction and loyalty. Successfully transformed customer service departments into high-performing teams that drive company growth.

Projects

- Personal E-Portfolio (link in header) - Highlights my programming skills and contains link to my listed projects.
- GitHub (link in header) - Contains the source code for all deployed projects.
- Netflix Clone (link in e-portfolio) - Fetched data from an API to create a fully responsive website using React, JavaScript, HTML, and CSS.
- YouTube Clone (link in e-portfolio) - Fetched data from an API to create a fully responsive website using React, JavaScript, HTML, and CSS.
- Library App (link in e-portfolio) - Mocked up a fully functional and fully responsive E-Commerce bookstore website using React, JavaScript, HTML, and CSS.
- Weather App (link in e-portfolio) - Fetched data from an API to create a fully functional Weather App capable of displaying accurate Temperature in Celsius, humidity levels, and wind speeds.

Skills

- Problem solving
- Critical thinking
- Software programming & testing
- Frontend development
- API integration
- Customer service and support
- Sales strategies
- Relationship management
- Policy evaluation
- Data analysis
- Effective communication

Experience

UPLIFT Desk | Austin, TX
Sales & Customer Service Manager
11/2019 - 08/2024

- Established clear expectations, guiding employees toward optimal target achievement paths.
- Maintained quality control policies to enhance customer satisfaction.
- Evaluated effectiveness of customer service policies, recommending necessary adjustments.
- Delivered exceptional service to both new and long-standing customers by addressing concerns effectively.

Neiman Marcus | Austin, TX
Handbag Specialist & Personal Shopper
10/2013 - 07/2019

- Sourced unique, hard-to-find items for clients, ensuring satisfaction with exclusive selections.
- Drove sales by employing strategic approaches to meet customer needs.
- Engaged casual shoppers to inform them about featured products and recommend merchandise.

Accomplishments - TIM RUDY pg 2 -

- Manager of the Year 2022

Education

Philadelphia University / Jefferson University | Philadelphia, PA
Bachelor of Science in Textile Design & Engineering
05/2006

Languages

English:	French:
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Native/ Bilingual	Limited

Activities and Hobbies

- Reading
- Programming
- Animal Lover
- Foster / Adopt Dad of two incredible boys

References

References available upon request.