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# Alison Kelly

Instructional Recruiter / Full-stack Web Developer

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"Hire character. Train skill."

--Peter Schutz



Experience

## Instructional Recruiter

*Trilogy Education Services*  
2019 - present



I work as part of a remote team that conducts interviews for potential Instructor and Teaching Assistant candidates across the United States. It's my job to screen the candidates technical skills as well as get feel for their personality and character. I communicate with the candidates through phone and email communication and remain their point of contact as they move through the interview process.

## Tech Support / Customer Service Representative

*Aureon (previously Caleris)*  
2012 - 2015 - 2018 - 2019



I began working full-time for Caleris in October 2012 until February 2015 resolving customer's internet, phone and cable issues over the phone. I returned in January 2018. My time there refreshed my skills as an inbound call agent and I was promoted from Customer Service to Technical Support after 3 months. I resolved customer's technical questions about their NEC projectors and monitors over phone, chat and email.

## Salad Bar Manager / Clerk

*Hy-Vee*  
2015 - 2018



I began working part-time at Hy-Vee in February 2015. After working in Salad Bar for 2 1/2 years I was promoted to Manager.

## Full Stack Development Certification

*University of Central Florida*  
2019 - 2019



A 24-week intensive Boot-camp acquiring skills from the MERN stack such as:  
Browser-Side Technologies (HTML5, CSS, Bootstrap, JavaScript, jQuery)  
Server-Side Development (Node.js, Express)  
Databases (Firebase, MySQL, and MongoDB)

## General Studies

*Pella Christian High School*  
2004 - 2008



Education