RILEY ENTRY

JUNIOR WEB DEVELOPER

CONTACT

rileyentry@gmail.com
linkedin.com/in/rileyentry
github.com/rileyentry
607-377-1236

I am a driven web development enthusiast with a solid foundation in coding and a passion for crafting responsive and visually appealing websites. I aim to leverage my technical expertise and collaborate with a dynamic development team.

SKILLS

- JavaScript
- HTML
- CSS
- Responsive Design
- Bootstrap
- WordPress

EDUCATION

WAKE TECHNICAL COMMUNITY COLLEGE

Front-End Developer Certificate

2023 - 2024

GPA 4.0

NORTH CAROLINA STATE UNIVERSITY

B.A. English Language, Writing and Rhetoric

2016 - 2019

EXPERIENCE

BANDWIDTH INC.

Messaging Product Support Analyst

2023 - Present

- Resolve escalated and moderately complex SMS/MMS issues under established industry standards and procedures.
- Employ independent judgment to escalate issues and work with internal and external support teams to drive resolution.
- Perform research, problem analysis, and diagnosis for complex messaging issues while maintaining 95% ≥ SLA.

Senior Porting Specialist

2022 - 2023

- Effectively troubleshoot highly escalated technical and porting issues while providing updates to upper management (Director/VP level).
- Primary escalation point for chronic or intermittent issues.

Porting Specialist

2021 - 2022

- Cultivate strong relationships with customers, carriers, and vendors to increase port problem resolution, identify best practices for troubleshooting customer issues, and share information with carrier partners.

- Onboard new customers to ensure customer retention and a positive first porting experience.
- Independent project management of multiple large-scale port orders (150-50,000 TNs) simultaneously with an extremely high level of accuracy and quality, surpassing service-level agreements (SLAs) in all aspects.
- Maintain and enhance quality control on all porting orders for each account to ensure accuracy, maintain 100% SLA compliance, and manage processes from start to end.