

# Clinton Randolph Hays

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## SUMMARY

Junior front-end engineer dedicated to meaningful user interactions, engaging user experience, clean, readable coding practices, and adherence to web standards of accessibility and performance.

## SKILLS

- HTML
- SASS / SCSS
- Problem Solving
- Creativity
- CSS
- Bootstrap
- Organization
- Communication
- JavaScript
- Git
- Critical Thinking
- Adaptability

## EXPERIENCE

### **GnB Academy, Ellin Nature Kids, Winny Winny Education: South Korea** - *ESL Educator*

December 2015 - PRESENT

- Leads classes focusing on speaking, reading, and writing
- Develops tests and rubrics and administers progress assessments
- Designs core curriculum and lesson plans
- Plans monthly projects
- Communicates student progress with teachers and parents

### **University of Central Oklahoma: Edmond, Ok** - *Call Center Manager*

September 2014 - October 2015

- Managed 12 employees
- Developed quality assurance program and training protocols
- Oversaw development of new phone system including a custom call tree
- Communicated process changes across multiple departments within Office of Student Affairs

### **Farmers Insurance: Oklahoma City, OK** - *Subrogation Specialist*

March 2012 - September 2014

- Investigated and determined liability in auto accidents
- Defended claims decisions during arbitration process
- Assessed and negotiated repair costs during subrogation process
- Mentored new liability adjusters
- Acted as employee liaison during incentive negotiations

## EDUCATION

### **University of Central Oklahoma: Edmond, Ok** - *English: Creative Studies*

September 2005 - May 2009

## Certificates

### **Team Treehouse** - *Front End Web Development*

October 2020

### **FreeCodeCamp** - *Responsive Web Design*

June 2020