

# ALYSSA PRATT

CUSTOMER SERVICE SPECIALIST &  
WEB DEVELOPER

## CONTACT

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St. Louis, MO

## EDUCATION

Mar 2021 - Present  
B.S. SOFTWARE DEVELOPMENT  
Western Governors Univeristy

Aug 2019 - May 2020  
WEB DEVELOPMENT CERTIFICATE  
Launch Code (Coder\_Girl)

Aug 2011 - May 2016  
DUAL B.A. ART & ART HISTORY  
University of Colorado Boulder

## EXPERTISE

HTML/CSS

Trouble Shooting

Javascript

React.js

Git

MongoDB

Adobe Creative Suite

Web Animations

Microsoft/Mac OS

Google Suite

Microsoft Office Suite

Responsive Web Design

Logo Design

Node.js

## EXPERIENCE

September 2020 - Present  
SENIOR CALL CENTER REPRESENTATIVE (CONTINGENT)  
Mastercard - St Louis, MO

Represented senior level customer service around the globe. Direct support for over twenty different card programs, which includes understanding their platforms and account security.

- Addressed customer inquiries quickly and accurately, with quality assurance scores above 90%.
- Demonstrated expert level communication skills by troubleshooting with card holders and occasional assistance from an interpreter.
- Proved patience and understanding by creating a service that is accessible to everyone.

September 2019 - March 2020  
BARTENDER

Marriot International - St Louis, MO

Gained experience with an international company by building rapport with guests and associates from around the world. Demonstrated high volume management with ease.

- Maintained a \$500 cash drawer while taking thousands of dollars in cash sales per day.
- Received TIPS certification to ensure safety while serving alcoholic beverages.

June 2018 - August 2019  
CUSTOMER SERVICE ADVOCATE  
Carvana - St Louis, MO

Demonstrated fantastic customer service by creating unique guest experiences for every delivery. Logistics management was essential; included making sure that customers received their cars on time and in proper condition with little to no oversight. This required exceptional time management skills and individual accountability at all times.

- Received three "Accountability Scorecards", which are customer feedback submissions seen by all company leadership, which demonstrated my willingness to go above and beyond for customers.
- Assisted in management of logistics, updating incoming/outgoing shipments of cars, and quality assurance.
- Frequently traveled the US to different market locations to assist teams.

May 2012 - October 2016  
FRONT OF HOUSE MANAGER  
G's Local Bar & Grill - Boulder, CO

Ran the entire front of the restaurant without service support, frequently serving more than 150 customers at one time. Accomplished this while also earning a double major at CU Boulder.

- Promoted from bartender to manager within two years.
- Gained key holder responsibilities which included managing the cash drawer.
- Managed bar area including cocktail design and menu, inventory, regulation compliance, and high quality customer relationships.

## INTERNSHIPS

May 2016 - September 2016  
OUTREACH SPECIALIST  
Leukemia & Lymphoma Society - Denver, CO

January 2016 - May 2016  
COLLECTION RESEARCH  
Denver Art Museum - Denver, CO