

# Eric Averbeck

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## SOFTWARE DEVELOPER

*Professional software developer with strong communication skills. Passionate about making fun, effective, and easy to use software and applications. Skills including coding, design, hardware and software knowledge. Excited and eager to join a company alongside other passionate individuals.*

## TECHNICAL INVENTORY

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Java • JavaScript • .NET Core • Active Server Pages / ASP.net • Flexbox • MVC • HTML • CSS • Grid • TDD • Agile (Scrum) • Object Oriented Programming (OOP) • AJAX • JSON • React • Restful APIs • Responsive Design / Mobile • Relational Databases / MS SQL • Source Control / GitHub • Visual Studio

## SOFTWARE DEVELOPMENT EXPERIENCE/PROJECTS

[<https://github.com/EricCanCodeIt>]

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We Can Code IT, Columbus, OH  
Software Development Student, 2021

**Virtual Pet Shelter:** Designed console application that lets users create and interact with their own virtual pets.  
Java, Git, Github, GitBash, TDD, OOP

**Donut Maker:** Designed an application to mirror that of an idle clicker game much like cookie clicker.  
Java, Visual Studio, Git, Github, GitBash, TDD, OOP, Javascript

**Feedia:** Application made for note taking and handling reptile feeding schedules along with other important events that need tracking.  
Java, Git, Github, GitBash, Javascript, OOP, TDD, Visual Studio,

## PROFESSIONAL EXPERIENCE (WORK HISTORY)

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### Vsp Global, Columbus, OH (August 2020- February 2021)

Customer Service Representative

- Helped over 150 callers a week to resolve issues on customer, doctor, and client side.
- Handled issues and escalations with a less than 1 percent transfer rate to the escalation queue.
- Self sufficient and comfortable making decisions allowed in my department.

### Combined Insurance, Columbus, OH (February of 2020 - August of 2020)

Sales Associate

- Exceeded weekly sales goal of \$500 in insurance sales by 50%
- Brought in \$800 through 5 new clients in a single day
- Contacted up to 105 customers a week while going out to meet with 40 customers in-person

### Verizon Wireless, Hilliard, OH (August of 2015- November of 2019)

Customer/Business Support

- 2016 Legends winner (top 1.5 percent of the company in terms of nationally outlined metrics)
- Customer/clientele de-escalation training to prevent escalation of situations. Less than 3 percent of calls would be escalated.
- Strong customer/management communication skills. Often pulled to manage tasks outside of the role.

## EDUCATION & TRAINING

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### We Can Code IT

Certificate of Software Development, 2021

### St. Petersburg College

Associates in Arts degree 2012