

Scott Newton

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Summary

Strong at developing technical and operating procedures to best serve the company. Have developed reliable and accurate education and department policies and procedures. Have good people skills and develop good teamwork amongst coworkers. Consistently exceeds client expectations in quality of work, communication, creativity, and explanation of technologies and processes.

Technology

HTML5, CSS3, JSON, JavaScript, JQuery, WordPress, Sketch, Screen Flow, Logic, Dreamweaver, Premiere Pro, InDesign, Illustrator, Photoshop, Captivate, Excel, Word, PowerPoint, Project, Access, Outlook, Agile/Scrum Certification, The Agile Coach, Certificate #12604478

Education

SavvyCoders, St Louis MO / Completed ten-week course learning HTML, CSS, JavaScript, jQuery, JSON, Agile, GitHub, RESTful APIs, and Chrome DevTools. <https://github.com/nazcothol>

- **Project:** Built web app at bulbtracker.com utilizing HTML, CSS, and JavaScript using continuous deployment. Integrated Firebase API to allow users to create accounts and upload light bulb information to allow for tracking and analyzing of data to recommend new equipment.

Webster University, St Louis MO / in pursuit of Masters of Educational Technology: 16 hours complete
Missouri Baptist University / B.S.E. Elementary Education / Minor in Cross-Categorical Disabilities

Professional Experience

Nordstrom, St Louis MO

04-18 to present

Operator, Web Fulfillment, Stock

- Locate items from online orders and prepare for shipment or store pickup
- Answer incoming calls with a positive and professional demeanor and dispatch to appropriate departments and employees per departmental standards and procedures
- Perform various stock duties according to schedules, procedures, and need, to ensure customers are getting the best possible experiences with their store interactions

Page & Sound, LLC, Ballwin MO

04-17 to present

Owner

- Web design and audio production business
- Started business in 2017 and have completed several client projects
- Maintain WordPress at company site pageandsound.com
- Edited and remastered audio book which had several egregious errors, all repaired with stunning quality. Sampl, Joanne. *Be Still Moments*. Read by Jasmine Tabor. Audible, 2013

Convergys, Arnold MO

01-15 to 04-18

- iPhone Care, Mobility Customer Care, Sales and Service, Retention, RSD, TSS
- Over 3 years of providing excellent customer service experience for AT&T
- Simultaneously de-escalate customers while expertly utilizing all system tools
- Build knowledge and policies expertise to explain complex and technical concepts in ways for every client to understand
- Frequently assist team members helping to reach company-shared goals

APPAdvice.com, Hollywood CA

07-12 to 01-13

Tech Writer (remote)

- Writer of well-received articles for website's AppList/AppGuide department
- Contributed ideas for structuring department policies, organization, and planning
- Recognized for quick learning of technical procedures and excellent communication with co-workers
- Communicated with developers about app design and features

Special School District, St Louis MO

07-09 to 06-11

Special Education Teacher: Marvin Elementary, Ritenour School District

- Taught with individualized education plans across all subjects for students with autism
- Collected, analyzed, and compiled data from a variety of sources to evaluate against national and state standards
- Weekly data collection reflected on in collaborative meetings
- Managed and delegated tasks as needed with three assistants
- Active participation on technology and special events committees

St. Louis Public School District, St Louis MO

07-07 to 11-08

Special Education Teacher

- Collaborated with team at Big Picture Elementary at Des Peres, the first elementary school in the country to use Big Picture's innovative concepts for urban education
- Successfully translated Big Picture high school methodologies to an elementary setting
- Coordinated school efforts with outside counselors and child advocacy groups
- Performed duties as Technology Liaison for school