

Claire Luning

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JUNIOR WEB DEVELOPER

Highly motivated aspiring junior web developer with a background in sales, customer service and research. Currently enrolled in Savvy Coders' full stack web development bootcamp. Excellent communication, problem-solving and adaptability skills. Looking to transition into a career in tech for a more dynamic environment with an emphasis on collaborative teamwork.

JavaScript | HTML5 | CSS3 | Git | MongoDB | Agile Certified

Account Management, Relationship Development, Cross-Selling & Up-Selling,
Business Operations & Strategy, Issue Resolution, Training & Presentations

CAPSTONE PROJECT

For my capstone project, I am creating a web application that is meant for users to create better mental and emotional habits through 30 days of consistent journaling. I want to build a web application where users can experience the benefits of journaling, the inspiration from tracking progress and the motivation to reach their goals. The site will be accessible through all viewports and it will be built using the languages I learn with Savvy Coders over the course of the boot camp.

EDUCATION & CERTIFICATIONS

Savvy Coders, Spring 2021, Saint Louis, Missouri

Web Development & Agile Certification

Webster University, Class of 2014, Saint Louis, Missouri

Bachelor of Arts in Communications

PROFESSIONAL CAREER HISTORY

SmartBiz Loans, Austin, Texas

February 2020 – June 2020

Account Manager

Worked closely with a high volume of inbound customers to collect important documents while answering questions and guiding applicants throughout the application process. Demonstrated a clear understanding of SmartBiz products and sales processes to increase leads originated both individually and as a company. Experienced in helping borrowers receive standard SBA 7(a) loans, bank term loans, and Paycheck Protection Program loans.

- Handled a high volume of calls, emails, chats and applications to convert top of the funnel leads into SmartBiz borrowers.
- Educated potential borrowers on the various benefits of obtaining funding through SmartBiz.
- Helped applicable small business owners pre-qualify and apply for funding with SmartBiz.
- Assisted small business owners in applying for the Paycheck Protection Program under the CARES Act.
- Displayed a thorough understanding of the SBA guidelines set for the Paycheck Protection Program to assist small business owners in successfully applying for relief aid.
- Acted as an application processor, helping numerous small business owners receive funding from Paycheck Protection Program loans, by analyzing applications and collecting accurate and pertinent data from borrowers.

Master File, Inc., Austin, Texas

September 2015 – February 2020

Title Researcher (October 2016 – February 2020)

Researched land and legal records to produce title searches for clients, adhered to strict deadlines and requirements. Prioritize and manage in-house orders, strategizing based on client and/or county. work

- Managed multiple client accounts, acting as a resource throughout the title searching process and assisting clients in achieving financial targets.
- Communicated with underwriters, attorneys and examiners, providing support and issue resolution and further developing professional relationships.
- Trained new hires and coworkers on searching methods, ensuring team could support increasing volume.
- Partnered cross-functionally with IT team to produce and beta test document processing website, improving content that met business' clients' and partners' needs.
- Examined typing reports and document packages before delivery, ensuring client satisfaction with finished product.

Title Assistant (September 2015 – October 2016)

Entered and assigned orders to numerous title researchers based on efficiency and expenses. Corresponded with clients and partners regarding client satisfaction, partner success and deadlines.

- Analyzed documents packages to create typing reports, delivering products directly to clients.
- Covered phones, maintained company email and managed daily office tasks, guaranteeing smooth day-to-day operations.
- Trained new hires on entering and assigning orders, typing reports and additional administrative duties, supporting existing staff and management.

Apple Store, Saint Louis, Missouri

May 2014 – March 2015

Sales Specialist

Created energy and excitement around Apple products, provided product knowledge and expertise and sold Apple products and services to customers.

- Cross-sold and up-sold products and features by developing customer leads and providing solutions that met customers' needs.
- Taught product and software workshops for new product owners, improving ownership experience.
- Performed minor IT troubleshooting and product set-up, solving problems and satisfying customers.

Lush Fresh Handmade Cosmetics, Saint Louis, Missouri

October 2010 – May 2014

Sales Ambassador

Brought enthusiasm and passion for the Lush brand through a fresh and authentic customer, staff and shop experience. Ensured a unique customer experience in a fast-paced sales environment, that made every visitor feel welcome, met their needs and made their day.

- Offered a tailored customer experience through active listening, genuine curiosity, and expert brand and product knowledge.
- Drove personal development and constantly looked to grow and elevate skills and add to a solution-oriented work environment.
- Created and maintained an inviting shop atmosphere with fresh products, beautiful displays and efficient and accurate processes that supported an environment of excellence and lives the Lush values.