Frederick K. Articuno

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Github - github.com/fkarticuno | **LinkedIn** - linkedin.com/in/frederick-articuno
Portfolio- fkarticuno.github.io/CodingPortfolio

Technical Skills

| CSS | HTML | Git | Bootstrap | JavaScript | JQuery |

| Microsoft Office | Google Suite | IBM TN73270 |

| Transcription |TN270 Emulator | Process Improvement |

Projects

UoR Full Stack Coding Certification Course; Richmond, Virginia   07/2019 - 02/2020
Coding Portfolio
          https://fkarticuno.github.io/CodingPortfolio / https://github.com/fkarticuno/CodingPortfolio
Portfolio displaying progress and achievements developing basic, intermediate and advanced apps using various languages, packages, frameworks, engines and database models. All culminating into a demo friendly environment to showcase the expertise gained through countless hours of development and refactoring.
Uses: HTML CSS Bootstrap JavaScript JQuery GitHub-Pages

Work Experience

Virginia Employment Commission; Henrico, Virginia   11/2020 -11/2021
Production Support Technician
- Processed appeal cases by transcribing, formatting, proofing, correcting, and mailing hearing outcomes to benefit recipients in support of the VEC's Office of First Level Appeals, while focusing on development and implementation of process improvements.
- Produced over 5000 transcripts with less than 14% errors, including a record high of 120 transcripts per hour vs the previous standard of ~5 transcripts per hour.
- Authored numerous macros within the TN3270 emulator producing over 450 branching outcomes to streamline transcription, reducing human error and material waste. Additionally constructed a macro to convert hours of redundant actions directly into productivity, by automating a previous human-operated task and reducing completion time, from ~4,000+ hours to 3 hours.

Capital One; Chester, Virginia   08/2015 - 05/2019
Sr. Risk coordinator (02/2017 – 05/2019)
Managed inbound and outbound collection calls while performing account level research, updating account information, and completing appropriate documentation to ensure accurate reporting.
- Became a Google Guide to assist in transitioning from Microsoft Office Suite to Google Suite.
- Created Cure Estimator app to project cost analysis for customers, Awarded Spot Award.

Risk coordinator (02/2016 – 02/2017)
Maintained compliance by adhering to all Federal, State and Capital One Regulations while balancing business intent and our customer's needs to design creative solutions that make our customers lives better and show advocacy to our customers.
- Received 4 ROAR awards for performing at top 5%.
- Overcame objections that customers have about making payments toward their account(s) and help them to understand their account(s) and responsibilities.

Sr. Risk representative (08/2015 – 02/2016)
Help customers build and retain strong credit standing.
- Boosted customer engagement by helping clients build and retain a strong credit standing.
- Helped Capital One maintain our customers for life by providing exceptional call quality on every call, building on Capital One's brand through great customer service.

AmeriCorps; Petersburg, Virginia   08/2012 – 05/2013
Volunteer
Provided Plumbing services to include installation and maintenance on fountains, sinks, showers, tubs, gas and electric heating / cooling, potable water source routing, gray water/sewer water drainage along with landscaping, technological up training, roofing, painting, and bioswale installation.
- Obtained CPR, First Aid, AED, ServeSafe, LEED, OSHA and Forklift Operations certifications.

United States Marine Corps; Virginia Beach, Virginia   08/2009 –08/2017
Data Link Coordinator - E5 Sergeant
- Completed MAJIC (Multi-tactical-data-link Advanced Joint Interoperability Course)
System Configuration Coordinator - E4 Corporal
- Sourced and maintained interoperability equipment. Awarded Promotion to E5.
Tactical Air Traffic Controller - E4 Corporal
- Managed Air traffic in/out of designated AORs. Completed operations training.
Assistant Controller - E3 - Lance Corporal
- Completed JTIDS (Joint Tactical Information Distribution Systems). Awarded Promotion to E4.
Surveillance Operator - E2 PFC
- Acquired Secret Clearance. Awarded promotion to E3.

Education

University Of Richmond | Capital One Tech College | John Tyler Community College

Marine Corps Air Ground Combat Center | Tidewater Community College