

Salt Lake City, UT 84115

Professional Experience

June 2021 - July 2022

Fishbowl Inventory, Orem – *Support Technician*

Fishbowl Inventory is a software company that helps small to medium sized businesses in being more proficient and organized with inventory management and warehousing operations. I've gained the following skill set through my time there:

- Assessed Fishbowl Servers and MySQL Databases to apply proper fixes that addressed performance issues while optimizing client software to enhance the end users experience
- Compiled Support tickets for colleagues to reference for time efficiency by detailing the problem, if it was recurring or environmental and the steps taken towards a solution
- **Reporting Bugs** to development, maintaining QA for monthly releases
- **Troubleshooting Errors** for companies, ensuring they are live and operating
- Engaged in Team Stand-Ups, sharing feedback/insight from colleagues and directors alike to help shape our approach in support by actively looking for solutions, asking questions, etc.
- Adapted between working on-site and remotely due to the pandemic

July 2020 - February 2021

Silicon Slopes Consulting Group, Draper – *Internship*

SSCG is a startup company that serves as a vendor for IM (imarketslive), which provides applications with different algorithms and trading strategies for stocks/cryptocurrencies for users to engage with. It was here where I learned:

- **Project Managing** freelancers/developers for various projects, providing mock-ups for UI/UX, testing and providing feedback
- Actively monitored live applications **Cataloging Bugs/Quality Assurance**
- Structured my approach for **Problem Solving** and mitigating issues in processes
- Well versed with **Non-Disclosure Agreements**

Education

February 2023 - August 2023

University Of Utah, Salt Lake City – *Full-Stack Development Coding Bootcamp*

August 2014 - May 2017

Lone Peak High School, Highland – *High School Diploma*

September 2022 - Current

Codecademy

Certifications

January 2023

Introduction to Game Development - *Codecademy*