

ANGEL JOURNEY

FULL STACK SOFTWARE DEVELOPER GREATER AUSTIN AREA

SKILLS

HTML
JavaScript
CSS
Bootstrap
Sass
ReactJS
MongoDB
Mongoose
Express.js
Node.js
jQuery
AJAX
RESTful APIs
Axios
Python
Trello

EDUCATION

**General Assembly
Software Engineering
Immersive, Remote
June 2021**

Completed four projects in a 12-week, 500+ hour training program in full-stack software engineering

**Howard Payne University
December 2010**

Bachelor of Arts in General Studies, with emphasis in Theatre, English, Music, and Marketing

CONTACT

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SOFTWARE EXPERIENCE

Common practices:

- Git and GitHub were used for version control
- Backends were built with RESTful APIs
- Troubleshooting bugs included conducting research via Google and Stack Overflow as well as requesting feedback from peers and mentors

Project Portfolio:

- **GrubClub**
 - An application that allows the user to manage their planning for Potlucks they are either hosting or attending.
 - Utilized: ReactJS, Express, HTML, CSS, Bootstrap, Express, MongoDB, Mongoose.
- **devHead** (*team project*)
 - We built a developer-focused social-media application that allows the user to manage a list of posts. As the Scrum Master I used Trello to define clear goals and manage our daily workflow.
 - Utilized: ReactJS, Express, HTML, CSS, Bootstrap, Express, MongoDB, Mongoose.
- **Whim Vim**
 - An application that allows users to manage a list of their favorite hobbies.
 - Utilized: JavaScript, HTML, CSS, Bootstrap, Express, MongoDB, Mongoose.
- **Tika-Taka-Toe**
 - A soccer-themed tic-tac-toe game with authentication that allows the user to sign-up, sign-in, and play against themselves or with a friend.
 - Utilized: JavaScript, HTML, CSS, Bootstrap.

ADDITIONAL EXPERIENCE

WORDSEARCH BIBLE SOFTWARE | AUGUST 2015 - OCTOBER 2020

Sales and Support Supervisor | August 2019 - October 2020 | Remote

- Promoted to lead a team of seven Sales Agents and four Technical Support Representatives.
- Conducted both team and one-on-one meetings to effectively communicate goals and identify issues.
- Provided operational support by troubleshooting internal system issues and ordering new equipment as needed.
- Developed and implemented new sales and end-user support processes.
- Cooperated with the Marketing Team to formulate new strategies and manage our social media accounts.

Project Manager | October 2017 - July 2019 | Remote

- Promoted to work with both the Sales and Support Team Manager and the Academic Team Manager.
- Empowered the Sales and Support Team by handling elevated customer inquiries, processing special order requests, contacting customers with delinquent accounts, and overseeing employee scheduling.
- Advanced the Academic Team by filing expense reports, analyzing institutional textbook lists, and beta-testing software updates.

Project Coordinator | October 2016 - September 2017 | Remote

- Promoted to assist the Sales and Support Team Manager by analyzing call metrics, sales numbers, and product pricing.
- Exhibited our software at trade shows to prospective customers.

Customer Support Specialist | August 2015 - September 2016 | Remote

- Resolved end-user inquiries for our web-based eBook software, by troubleshooting issues via phone, email, live chat, and screen-sharing.
- Conducted payment processing, data accumulation, and provided the Software Development Team with pertinent customer feedback.

PROGRESSIVE INSURANCE | FEBRUARY 2011 - MAY 2015

Claims Contact Representative

- Managed inbound calls from customers who wanted to initiate an auto insurance claim or already had one in progress.
- Completed detailed incident reports while addressing upset customers with a steady tone that reflected a caring, positive, and empathetic energy.