

# BROCK MOLMEN

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**Hello!** I am a full-stack software engineer, focused on innovative front-end development. I enjoy writing code that looks as good as it functions. Transitioning from a career in the ever-evolving airline industry, I'm able to adapt and learn quickly in new situations and rely on great communication to accomplish goals in a team.

## Technical Skills

- ▲ Javascript
- ▲ React JS
- ▲ Node.js
- ▲ Express
- ▲ EJS
- ▲ Python
- ▲ Sequelize
- ▲ PostgreSQL
- ▲ HTML
- ▲ CSS
- ▲ Sass

## Education

### General Assembly

Seattle, Wa  
Dec 2020

▲ Full-stack software engineering immersive student in an intensive, twelve-week, 450+ hour program focused on product development fundamentals, object-oriented programming, MVC frameworks, data modeling, and team collaboration strategies.

### University of Wisconsin - Stout

Menomonie, WI  
May 2011

▲ Bachelors of Fine Art - Multimedia Design

## Projects

### ▲ **Blanched Almond** | Javascript, HTML, CSS

A fun and interactive game designed to improve the knowledge of 147 colors that can be called by name within CSS

- ▲ Utilized Document Object Model (DOM) to dynamically generate each level, randomizing the color order within each set
- ▲ Managed player feedback by adjusting opacity of incorrect answers and updating score

### ▲ **SoulSip'n** | Node.js, Express, PostgreSQL, HTML, Sass, React-Bootstrap, React-Spring

An app to help users seeking health benefits for drinking different teas.

- ▲ SQL database to allow registered users to save preferred benefits
- ▲ Access a join-table relating benefits with teas, allowing a single benefit to display all teas with this benefit

### ▲ **When In Roam** | Node.js, Express, PostgreSQL, HTML, Sass with Sierra Library

A community driven travel blog

- ▲ Blog posts are focused on experience and sorted by location and region
- ▲ Registered users are able to build a library of entries in our database, acting as a digital travel diary.

### ▲ **Super Set** | React JS, Express JS, Node JS, PostgreSQL, Sass

Focused game collectors site

- ▲ Site dedicated to collectors on Super Nintendo games
- ▲ Searchable API calls with ability to save and remove games to user database, creating their "super set"

## Professional Experience

### ▲ **Delta Air Lines** | Minneapolis MN

Lead - Brand Advisor - Global Ticketing Support (07/2017)-(07/2020)

- ▲ Coached on a series of metrics for 20-30 team members to improve overall performance, resulting in lower call-handle time, and higher net promoter scores.
- ▲ Managed specialized team of 5 handling business travel needs for high-level executive between Delta Air Lines, KLM Royal Dutch Airlines, Air France, and Aeromexico, ensuring accuracy across 200-400 reservations a month. Designed and implemented a new reservation flow that improved speed and accuracy in bookings for high-level executives resulting in a reduction of call-handling time.
- ▲ Corresponded across Skyteam partners to streamline customer experience while resolving discrepancies between systems, improving customer satisfaction with multi-airline bookings.

### ▲ **Delta Air Lines** | Minneapolis MN

Specialist - Global Ticketing Support (10/2015)-(07/2017)

- ▲ Quickly resolved technical issues with electronic airline tickets for airport agents, contributing to Delta Air Line's high on-time departure rating.
- ▲ Mentored new employees through 8-10 weeks of classes as a subject matter expert for Delta, KLM, and Air France ticketing support, where 90% of graduates passed with high scores.

### ▲ **Delta Air Lines** | Minneapolis MN

Customer Engagement Specialist (10/2014)-(10/2015)

- ▲ Collect a customer's needs and information, quickly assisting in researching solutions while maintaining a high-level of PCI compliance, resulting in a high personal Net Promoter Score.
- ▲ Analyzed personal call metrics and stats to continually improve on my abilities, which lead to numerous recognitions from leaders and colleagues.
- ▲ Mentored 5 "new agent" classes while they completed on-the-job training, assisting with knowledge gaps and deescalation, which maintained my position as a mentor.