**PROGRAMMER | FRONT-END DEVELOPMENT**

Innovative and resourceful professional looking to enter into the web development field. 10+ years’ experience in IT analysis and Systems Management looking for a change. Possesses strong knowledge of HTML, CSS, JavaScript. Experience with React (including hooks, components, React Router, Redux), Git, UX/Ui Design, node.js and Agile methodology. Background in leadership provides excellent communication and team working skills. Unmatched continuous learning.

**CORE SKILLS & COMPETENCIES**

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| --- | --- | --- |
| * HTML & CSS * React (hooks, redux, router) * REST API * Jest | * JavaScript (ES6+) * Git * UX/UI Design * SASS/SCSS | * Node.js * Agile * Project Management |

**PROFESSIONAL EXPERIENCE**

**Regional Manager** | RSS IT Systems **Apr. 2018 – Oct 2019**

Overview: Handles daily operations including purchasing parts, tracking inventory and servicing clients. Assigns work orders to employees, ensuring client satisfaction.

Key Responsibilities:

* Aides with daily tasks such inventory tracking, ordering parts and liaising with clients, providing quality service relating to client concerns with equipment.
* Implements new process such as record tracking to ensure proper following of incoming and outgoing work orders, producing time saving procedures.
* Creates new tracking system for status of parts, estimation of completion and what vendor part was sent to, producing tracking sheet for high priority jobs.
* Organizes purchasing order system to aid in tracking completion dates and expected deliveries on parts to ensure client is updated.
* Coordinates with team on daily work orders by assigning duties, liaising with clients on install dates and times that work with client schedule.
* Utilizes leadership skills to provide motivational workspace, ensuring work orders are completed in a timely and professional manner.
* Manages on site installations utilizing project management, assessing parts and services needed, labelling proper parts and providing costs for work hours and materials.

**Owner** | Wall Mount Unity **Aug. 2016 – April 2018**

Overview: Operates business including scheduling, obtaining materials and verifying work orders. Manages marketing through website upkeep and online advertising.

Key Responsibilities:

* Broker’s business hours for operation, scheduling clients for wall mount unit installation.
* Coordinates with partner to schedule install times, organizing mounting around job size and job dates.

**Project Coordinator** | Provincial Health Services Authority **Jan. 2015 – Jul. 2016**

Overview: Coordinated with stakeholders to ensure up to date information was delivered regarding installation times. Managed on site installations, liaising with 10 staff to ensure timely install.

Key Responsibilities:

* Organized staff for on-site installations, analysing system to ensure software and materials used for install were properly running.
* Utilized IT knowledge to trouble shoot program bugs, coordinating with procurement teams to secure needed software and materials.
* Directed installs at various locations across British Columbia in health sector, ensuring testing of new software and computers done before roll out.
* Coordinated with hospital and clinic staff to focus on certain areas first, providing up and running computers for needed uses on install day.
* Developed remediation process for missing or damaged software, liaising with clients to ensure problems were dealt with before leaving the site.
* Dealt with client issues by implementing remediation procedures, coordinating with team to ensure re-install of programs or equipment.
* Trained project coordinators to ensure training on trouble shooting procedures, project management and material procurement for jobs.
* Liaised with clinics and hospitals regarding missing materials, software and damaged programs, working with sites to ensure situation is rectified.

**Field Technician** | Harvest Energy **Apr. 2012 – Mar. 2013**

**Technical Analyst** | Pason Systems Corporation **Apr. 2010 – Sep. 2011**

**Deskside Support/ Computer Technician II** | Acrodex **Feb. 2008 – Sep. 2009**

**Data & Network Specialist** | Telus **Mar. 2007 – Feb. 2008**

**EDUCATION & CERTIFICATIONS**

**Certificate, Web Development** | Mount Royal University | **Udemy** | **CompTIA+** | **CompTIA+ Network**

**TECHNICAL ACUMEN**

Languages | HTML | CSS | JavaScript | React| Redux |

Software | Visual Studio Code | Adobe Suite | Robo 3T | MongoDB Compass | Postman