Spencer
Merrill

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EXPERIENCE SUMMARY

- Built a working website for my portfolio where I can be contacted about Job Opportunities from recruiters
- Contributed to existing code base as member of an Agile/Scrum development team
- Using Django Framework to build full-stack websites
- Built a fully functioning calculator, Tic-Tac-Toe app, and To-Do list using Vanilla JavaScript

SKILLS SUMMARY

Programming/Development:	**Python, JavaScript, C#, HTML, CSS, Swift**
Frameworks/Libraries:	**Django, JQuery, Bootstrap, .NET**
Database:	**SQL, MySQL, SQLite3, T-SQL**
IDEs:	**VS Code, Visual Studio, PyCharm**
Project Management:	**Agile/Scrum**
Version Control:	**Git/Github**

WORK EXPERIENCE

Technical Support | DoTERRA - Pleasant Grove, UT   **09/2022- current**
- Diagnosing issues with Accela's software products. I interact with Accela's clients to detail replication steps of the problem at hand and find a resolution for it if I can't diagnose it as a software glitch.

Technical Support | DoTERRA - Pleasant Grove, UT   **09/2019- 09/2022**
- Helping but not limited to; Apply problem solving skills to resolve customer inquiries and disputes, and escalate using appropriate channels via live chat, emails and calls.
- Solving systematic issues for all of the call center and troubleshooting members and call center agents account before determining if it needs to go to our junior business analysts team or Corporate Help Desk, and take IT escalated calls if needed.

Software Developer Intern | Prosper IT Consulting - Portland, OR   **01/22-03/22**
- Skillset used: Learned how to troubleshoot through code, optimizing my code to compile quicker, scraping website data using BeautifulSoup and working with REST api's.
- Project overview: Worked with a team using Azure DevOps and was assigned stories to make a fully working MVT app in Django Framework. Built a fully functioning PokeDex where a user may search for Pokemon and get their types and abilities which is saved to a Database and then the user can view that information, make edits, or delete the information.
- Project overview: Worked with a team using Azure DevOps and was assigned to work on creating a database to keep track of the rental items and to make a form that users can create for the items they will be renting and to let the admin know if there were any damages to the products and letting them know they need to be fixed. The admin can then make edits to the form that was filled out once fixes have been made and this will then update the database showing the fixes made.

EDUCATION & TRAINING

Certification in Software Development | The Tech Academy   **08/21 - 3/22**
- Immersive Full Stack Software Developer boot camp with more than 600 hours of instruction and hands-on coding. Predominantly the program is based on C# and Python, along with the fundamentals of Computer Science, Django, .NET Framework, MVC, JavaScript, T-SQL/SQL, Agile / SCRUM and web application development.

Software Engineering | UVU   **01/19 - current**
- Currently in my second year of college working on getting my degree in Software Engineering