

# DEREK HUTTON

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[limitless-anchorage-35082.herokuapp.com/](https://limitless-anchorage-35082.herokuapp.com/)

## SUMMARY

Full Stack Web Developer who studied coding through the University of Central Florida Continuing Education Program, with a focus on JavaScript, Node.js, React.js, and MongoDB. Background in technical training; specifically, creating computer-based learning materials. Heavily focused on problem solving and constantly refactoring code in search of peak efficiency. The only thing drier than my code is my humor. Excited for my future in an industry where continued learning is not only encouraged but required.

## TECHNICAL SKILLS

**Languages:** JavaScript

**Applications:** React, Node.js, Express, MongoDB

## PROJECTS

**TOQR** | <https://github.com/DTHutton/toqr-web> | <https://toqr-web.herokuapp.com/>

- TOQR is a customizable solution for improved learning on the go. Upload you info and your target audience sees that info when the scan your customer QR code.
- Building and managing the browser version of the application and database.
- ReactJS, MongoDB, Express, Node.js, and Material UI

## EXPERIENCE

**Alorica**, Lake Mary, FL

**Subject Matter Expert - Tier 1 Technical Support**, April 2018 – present

Subject Matter Expert on Houghton Mifflin Harcourt Intervention Software—Read 180, System 44, SAM, etc. Responsible for assisting agents with product knowledge, troubleshooting, and resource use so that they may help customers solve their various tech support issues.

**Team Manager**, July 2019 – October 2019

Moderate level supervisory work coordinating the operations of a technical support focused call-service team. Regular supervision is exercised over 16-18 subordinate personnel.

**Technical Trainer**, March 2019 – July 2019

Responsible supervisory work educating, testing, and coaching new hires to the Houghton Mifflin Harcourt account using curricula and materials specialized to the Tier 1 Intervention Desk. Direct supervision was exercised over subordinate personnel.

*Key Accomplishments: Created interactive computer-based training materials containing practical activities for knowledge reinforcement and hands-on application.*

**Sitel**, Ocala, FL

**Member Services Representative**, August 2017 – March 2018

Responsible for answering calls from members and assisting them with their needs in a polite and professional manner. Includes balance inquiries, funds transfers, disseminating policy information, debit/credit card disputes, loan payments, and home banking technical support.

## EDUCATION

**Bootcamp Certificate:** University of Central Florida; Lake Mary, FL

A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.

**High School Diploma:** Keystone Heights High School; Keystone Heights, FL