

# DEREK HUTTON

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Portfolio: [dthutton.herokuapp.com/](https://dthutton.herokuapp.com/)

## SUMMARY

Full Stack Web Developer and graduate of the University of Central Florida Coding Boot Camp 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. Excited to work 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/>

- User uploads information which target audience can view when QR code is scanned.
- 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 tech support issues.

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

Coordinated the operations of technical support call service team. Supervised 16-18 employees.

**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.

*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.