Dylan Terrell

LinkedIn - www.linkedin.com/in/dylan-terrell-767660178
GitHub - https://github.com/DTerrell77

Contact
dylanterrell21@gmail.com
(708) 218-2226

Education

Cornell College, Mt Vernon, IA — *Computer Science Major*
Bachelor of Arts, August 2017 - May 2021

Honors: Community Enrichment Scholarship Award, Dean's List 2020

Udacity Nanodegree Program — *Front End Web Developer Nanodegree*
July 2020 - November 2020

Work/Research Experience

PowerReviews, Chicago, IL — *Technical Support Analyst*
March 2022 - Present
- Partner with Customer Success Manager to ensure timely and effective technical issue resolution for PowerReviews Customers
- Assist clients with implementation or modification of features and configurations relating to the PowerReviews platform
- Identify and resolve JavaScript or API errors on client websites
- Collaborate with product and engineering teams on bugs or new feature requests

Epax 3D, Morrisville, NC — 3D *Technical Support Engineer*
August 2021 - March 2022

- Designed and launched a new redesign of the company website
- Created custom automation for proactive customer announcements and alerting
- Built a program that notifies a customer to contact support using Shopify's Liquid programming language
- Provided customer support through video calls and emails
- Created and managed shipping orders for replacement parts
- Refurbished / Installed parts in 3D printers
- Fixed our inventory tracking program and spreadsheet by updating the code / SKU
- Tested resins in 3D printers as well as customer's models
- RepresentedAdvertise 3D printers at tradeshows
- Generated marketing & sales media for use at tradeshows and ad campaigns

Cornell Summer Research Institute, Mt. Vernon, IA— *Student Researcher*
May 2020 - July 2020

- Assisted faculty member Dr. Leon Tabak in developing image processing programs
- Composed a research paper of various image processing programs using the PIL library

Leadership/Service Experience

LEADS Program, Cornell College, Mt. Vernon, IA— *Member*
August 2019 - May 2020
- Participant in college's premier leadership development program
- Selected through competitive application process to complete competency modules covering emotional intelligence, authentic leadership, managing and teambuilding

Colleges Against Cancer, Cornell College, Mt. Vernon, IA— *Member*
August 2018 - May 2021
- Led fundraising events focused on raising awareness for the American Cancer Society
- Served on planning committee for annual Relay For Life

Projects

Programming Languages
- JavaScript
- Python
- Java
- R
- LaTeX
- SQL

Technologies/ Frameworks
- HTML
- CSS
- NodeJS
- React (fam.)
- Express
- Git
- Shiny(R)
- Webpack
- Three.js

Technical Skills
- Adobe Suite (Photo, Illu., Prem.)
- Salesforce
- Figma
- Postman
- Slack
- DBVisualizer
- Terminal
- Blender
- Tableau
- Shopify
- Chitubox Slicer

Operating Systems
- Windows
- Mac OS
- Linux

EPAX 3D Website https://epax3d.com/
- Created & published a new redesign of the old website and collaborated with our marketing team to implement new designs to the website

Travel App
- Created a dynamic travel weather planning app using multiple APIs that helps users plan trips by generating weather forecasts for the places they are visiting

Article Analysis Website
- Built a web tool that allows users to run Natural Language Processing (NLP) on articles or blogs to analyze objectivity and using the Aylien API

Weather Journal
- Used the OpenWeatherMap API to create an asynchronous web app that records a weather journal for users

Computer Science 356: Machine Learning
- Created a program that uses the scikit-learn library to cluster and find the center of randomly generated samples by implementing the K-Means Clustering algorithm in Python

Antibiotic Resistance Shiny App
- Created a Shiny App that displays a heat map of the number of Antibiotic Prescriptions in the US and allows the user to select different regions of the US as well as different years and antibiotic classes

ToDo List
- Built a To Do list that stores user input into a list and also allows the user to delete items from that list

Dynamic Landing Page
- Built a multi section landing page that implements a dynamic user experience with HTML, CSS, and JavaScript

Blog Website
- Created a multi-page blog website with HTML and CSS by using responsive layouts, Flexbox, and CSS Grid