Devon Martens

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Summary: I have a strong background in data science and customer service. I am able to develop fast user-friendly applications, build databases, automate processes to retrieve and disperse data, and report accurate data.

EXPERIENCE

2U, Remote — *Senior Central Support Team Member*
MARCH 2020 - PRESENT

- Test student applications and review their code on GitHub and Gitlab.
- Monitored student feedback during trial programs to assess their needs and brainstormed solutions with senior managers to help meet them.
- Provide students with constructive and direct feedback on their code to help them improve their applications.
- Communicate directly with students via tickets and in a chat/IM application called AskBCS to aid them in navigating Boot Camp Spot, Canvas, and other software programs.
- I have completed over 300 one-on-one zoom tutoring sessions scheduled to help students troubleshoot any obstacle they had with the Data Visualization, Full Stack Flex, and Financial Technology courses.

The Home Depot, Atlanta, GA — *Business Analyst*
MARCH 2019 - AUGUST 2019

- Wrote SQL queries to obtain item information from Home Depot databases.
- Responsible for communicating via Zendesk and email with internal teams and external delivery agents and vendors to find the location of products canceled in transit.
- Troubleshooting solutions and new software to be used to speed up customer returns.

Lost-n-Found Youth, Atlanta, GA — *Case Manager*
JULY 2016 - JANUARY 2019

- Completed client intakes, orientations, and created individual plans with clients to ensure their success.
- Coordinated with all branches of the organization and external organizations to ensure clients had the appropriate access to the services they needed to be successful.
- Completed documentation and kept records of client services.
- Provided consultative one-on-one sessions with clients to help them problems-solve.

TOOLS

Zendesk, Calendly, Slack, Canvas, AskBCS, GitHub, GitLab, GoogleDrive, Excel, Tableau, Git, Heroku, and Docker.

LANGUAGES

JavaScript, JQuery, Python, SQL, MongoDB, ReactJS, NodeJS, Express, and VBA.

EDUCATION

Montana State University, Bozeman, MT — *Bachelor of Science in Applied Psychology*
Graduated - August 2016

University of Montana, Missoula, MT — *Bachelor of Arts in Social Work*
Graduated - August 2016

Georgia Institute of Technology, Atlanta, GA — *Full Stack Web Development Certificate*
Graduated - February 2020

VOLUNTEER WORK

The American Red Cross, Remote — *Full Stack Engineer*
Code4Good- June 2016 - Present