Devon Thibodeau

9206363814 | devonthibodeau@gmail.com | Savannah, GA

Portfolio

https://www.devonthibodeau.com

Experience

We Bump | Savannah, GA
Full Stack Developer | 07/2024 - Present

- Developed a secure Solana transaction volume bot
- User authentication tied to crypto wallet signatures
- Built automated marketing systems on Pump.fun
- Backend developed to run Node.js via Azure Cloud

OPMarket | Savannah, GA
Frontend Web Developer | 02/2024 - 07/2024

- Developed the front-end of a web3 digital asset trading platform using React, TypeScript, and Tailwind CSS.
- Collaborated closely with designers to translate Figma designs into responsive and interactive web interfaces.
- Integrated Swagger API to ensure seamless communication between front-end and back-end systems, improving data flow and user experience.
- Implemented responsive design principles to ensure compatibility across various devices and browsers, enhancing accessibility and user engagement.

Transcom | Savannah, GA
Customer Service Manager | 10/2020 - 11/2023

- Led a team of customer service representatives, achieving a 30% increase in customer satisfaction through effective training and performance management.
- Developed and implemented new customer service protocols, reducing response times by 25% and improving overall service efficiency.
- Analyzed customer feedback and performance metrics to identify areas for improvement, resulting in a 20% increase in first-call resolution rates.
- Coordinated with other departments to streamline operations and enhance the customer experience, fostering a collaborative and efficient work environment.

Ethos Digital Marketing | Palm Beach Gardens, FL
Operations Manager | 06/2018 - 06/2020

- Managed daily operations, including staff scheduling, inventory control, and process optimization. Conducted interviews, hiring, and onboarding of new employees, ensuring a smooth transition and integration into the team.
- Developed and implemented training programs to enhance employee skills and productivity.
- Oversaw payroll processing and ensured timely and accurate compensation for all employees.

U.S. Bank | Oshkosh, WI
Work Director | 05/2017 - 06/2018

- Implemented quality assurance protocols to achieve a 95% compliance rate and reduce overdue tasks by 60%
- Established and monitored performance benchmarks to drive a 20% increase in productivity.
- Led process reengineering efforts to enhance data precision and operational efficiency.
- Cultivated a culture of excellence and employee satisfaction through effective leadership and communication

Skills

Node.js, Typescript, Azure, REST, Docker, SQL, React, Tailwind, Figma