

Devon Thibodeau

devonthibodeau@gmail.com

920-636-3814

Savannah, GA

Summary

Passionate and self-taught web developer with expertise in front-end development, web automation, and UI/UX design. Proven track record in creating innovative solutions and enhancing user experiences. Recent experience as a Front-End Developer at OPMarket, utilizing React, TypeScript, and Tailwind to develop a web3 digital asset trading platform. Strong leadership skills from previous roles in management, with a focus on optimizing processes and improving team productivity. Successfully executed personal projects like Dremsly.com, JobRocketeer.com, and Token Forge, showcasing proficiency in advanced technologies and CI/CD practices.

Portfolio

<https://www.devonthibodeau.com>

Experience

Frontend Web Developer

OPMarket • Savannah, GA

02/2024 - Present

- 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.

Customer Service Manager

Transcom • Savannah, GA

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.

Operations Manager

Ethos Digital Marketing • Palm Beach Gardens, FL

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.

Work Director

US Bank • Oshkosh, WI

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
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Skills

React, TypeScript, Tailwind, Figma, Management