DREW J. SPEED

Nashville, TN
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Full-stack web developer utilizing a background in customer service to create user-friendly experiences on the web. Recently earned a certificate from Vanderbilt University's Full-Stack Coding Bootcamp, with experience in React, Node.js, Express server, MySQL, and MongoDB. Extremely self-driven and highly motivated to take these skills into a fast-paced environment to create high-quality, intuitive, and fun user experiences on the web. Strong interpersonal skills and friendly attitude; fast learner who is able to pivot quickly.

TECHNICAL SKILLS

JavaScript ES6+, CSS3, HTML5, SQL, NoSQL, GitHub, MongoDB, MySQL, Express, React, Node, Handlebars, jQuery, Bootstrap, Foundation CSS, Tailwind CSS

PROJECTS

NotWork
| **https://github.com/DrewSpeed/NotWork**
| **https://fast-wave-33945.herokuapp.com/**
- *A forum-style network hardware help site*
- *Responsible for routing frontend to backend and polishing afterwards.*
- *Tools:* Node.js, Express, Handlebars, MySQL2, Sequelize, Foundation CSS Framework

Super Song Search
| **https://github.com/Jasonwesleysmith/super-song-search**
| **https://jasonwesleysmith.github.io/super-song-search/**
- *Lyric Search for musicians with included key and beats per minute*
- *Responsible for using two different search apis with only one search form input*
- *Tools: lyrics.ovh API, GetSongBPM API, HTML, JavaScript, Bootstrap CSS Framework*

EXPERIENCE

Equipment Assistance Specialist   2020 – Present
Lifeline Systems   Nashville, TN
Help maintain operational function by running a call automation application for a team of 20, as well as sorting spreadsheets and moving data to assign work. Also responsible for assisting subscribers with troubleshooting cellular- and phone-based emergency help devices. This included both inbound call support and proactive outbounding when errors and issues signaled from the devices.

Customer Service Representative   2019 – 2020
A-Z Office Resource, Inc.   Nashville, TN

Maintained regular customer service/order processing duties through phone and email. Responsible for

recording and reporting missing inventory, coordinating solutions with suppliers. Managed all incoming and outgoing mail, including invoicing and billing.

Client Services Representative   2018 – 2019
CIOX Health   Nashville, TN

Listened to callers' needs, assisting them often in times of emergency or grief. Retrieved, sorted, and resolved requests for medical information. Performed in a high-stress and fast-paced environment with daily and weekly productivity deadlines.

Inside Sales Representative   2015 – 2017
Dell EMC   Nashville, TN

Led a campaign helping acclimate users during implementation of a new web-based sales application. Organized and managed enterprise and client needs via outbounding and incoming requests. Responsible for maintaining a vast wealth of technical knowledge. Worked with other team members strategically to ensure the best customer experience.

EDUCATION

Certificate in Full Stack Web Development
Vanderbilt University   **Nashville , TN**

A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Node.js, MySQL, MongoDB, Express, Handelbars.js, ReactJS, GraphQL, Github, and Heroku.

Bachelor of Arts in Spanish
University of Tennessee at Martin   **Martin, TN**

A 4-year degree in Spanish Language and Culture, with a minor in Business Administration. Included a required 4-week study abroad program in Toledo, Spain.

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