

# DYLAN CASABONA

Morrison, CO

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[LinkedIn](#) | [Portfolio](#)

## SUMMARY

Recently certified/graduated full stack software developer, with excellent prior experience in customer service. Trained at Denver University coding boot camp and earned a certificate in full-stack web development. Dedicated to having an excellent work ethic, and doing the best work correctly and efficiently.

## TECHNICAL SKILLS

**Technical Languages:** Git, HTML/CSS, JavaScript, NodeJS, ExpressJS, SQL, MongoDB, React, Handlebars

## PROJECTS

### Kill All Tires | [Link to GitHub](#) | [Link to Deployed Project](#)

- A group project mockup for the web page of a vehicle maintenance shop. Where a user can login/signup, add their vehicles and choose a service to schedule for their car.
- I worked in the backend, setting the models and schemas with graphql and mongoose, and defining the queries, mutations and typedefs.
- React for the front end, mongo/mongoose for the database, and express to build out the server.

### Trail Planner | [Link to GitHub](#) | [Link to Deployed Project](#)

- Intended to use a map service as well as a weather service to locate trails, get the current/upcoming weather, and directions... Without an easy to access mapping API, we made a sort of guide for hikers as well as the ability to search trails on youtube and get most relevant videos.
- I learned and implemented the Youtube search API as well as the iframe service to display and control videos. I also wrote the HTML content for the guides.
- We used the National Weather Service API and the Youtube search API for backend service, and Bootstrap/regular HTML/CSS for front end design.

## MOST RELEVANT EXPERIENCE

### Customer Account Advisor

Oct 2021 – Sep 2022

### Consumer Cellular

Phx, AZ

Handle 50+ calls a day, working with existing and potential customers in regards to a variety of issues; Such as billing inquiries, general account questions, and technical troubleshooting of users' cell phones.

Key Accomplishments:

- Consistently held among the highest VOC(Voice of the Customer) rating in our center
- A number of my call recordings were to be used in our training programs for new teammates
- Occasionally a training mentor for new teammates

**Assistant Manager**

Mar 2019 – Oct 2021

**Planet Fitness**

Phx, AZ

For much of my time as Assistant Manager, I was also considered “Acting Manager” as our district recovered from post covid closures; I would manage a single club with little supervision from direct Club Manager, including the interviewing, hiring, and training of new team members, as well as handle delegation of tasks throughout the day and night, and lastly handle many reports including maintenance, inventory, and gym member complaints and issues.

**Key Accomplishments:**

- Post covid closures, I moved to a location without a manager to be the acting manager and quickly returned staffing rate to reliable hours. Brought the gym member average satisfaction rating on Listen360 from 50-60, up to 80+ by performing personal follow up on member reviews.

**EDUCATION**

**Full Stack Software Development Certificate:** Denver University, Denver, CO

Oct 2022 - Apr 2023

A 6 month program focused on gaining skills in many aspects of software development, including front end HTML, CSS, and Javascript as well as backend server development with MERN stack technologies.

**High School Diploma:** Deer Valley HS, Phx, AZ

Aug 2014 – Dec 2016