# Eric Martin

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LinkedIn | Github | Portfolio

Full stack web developer leveraging over 10 years of customer service experience to build a streamlined and intuitive web experience. Recently earned a certificate in full stack development from the University of Denver. Known as a hard working individual who cares about user experience, with a focus on mobile-first design and development. With each project I work on, my goal is to make sure that end-users have a simple, yet innovative experience. I apply aspects of agile methodologies with all of my projects. I worked on a team of three to develop a web app that allows project managers to better organize their projects and meet deadlines. I'm excited to leverage my skills as part of a user focused, quality-driven team to bring the best products to users.

## Technical Skills

Frontend: HTML5, CSS, JavaScript, jQuery, Bootstrap
Backend: MySQL, MongoDB, Express, React, Node, Handlebars, Webpack

## Projects

**BrightIdeas** | Repo | Deployed Site                                          Team Lead

- A simple and concise project management system where a user can create and manage their projects from start to finish.
- The project accomplishes the task of making a project manager's job more organized and efficient. I was responsible for creating models for the tasks and project asks. I created the server, connection and seed files. I focused on the login and signup pages as well as the project list page.
- Tools/Languages: JavaScript, Express, Node, CSS, MySQL, Bootstrap, Handlebars, Sequelize, Bcrypt

**Tech Blog** | Repo | Deployed Site                                          Entire Project

- A blog that is to be a hub of technology and web development information for developers and coders to have a place to share information about technical concepts, recent advancements, and new technologies.
- Visitors to the site are able to read and digest the work of others, and if they so wish, can become members and create posts and contribute to the conversation of their community. I was responsible for creating the entire site frontend and backend.
- Tools/Languages: JavaScript, Handlebars, Bootstrap, MySQL, Sequelize, Bcrypt, Node, Express, CSS

**Social Network API** | Repo                                          Entire Project

- An API for a social network web application where users can share their thoughts, react to friends' thoughts, and create a friend list.

- This API is a developed backend for a social network site that will allow users to easily add/save their thoughts, friends and reactions. I was responsible for creating the entire backend API.
- Tools/Languages: JavaScript, Node, Express, MongoDB, Mongoose

## Work Experience

**Gogo Business Aviation**                                                                August 2016 - Present
*Customer Support Team Lead*                                                              Broomfield, CO
- Partner with the Technical Support Manager in providing quality and efficient customer service.
- Responsible for prioritizing daily workload, problem solving, training, scheduling and reward/recognition programs.
- Lead the Customer Support team, ensuring high quality support. Manager of day to day operations for the teams.
- Ensure continuous improvement and management of the team to ensure the same high level of professionalism and quality support services for which Gogo is known.

**Granicus, Inc.**                                                                        January 2015 - August 2016
*Customer Care Engineer*                                                                  Denver, CO
- Provided client support and technical issue resolution via email, phone and other electronic medium for our clients as well as provided training to clients in the use of company systems and applications.
- Monitored the health of our clients' solutions using our Proactive Systems Management tools and responded to client requests within a maximum of two hours.
- Maintained/modified web-based documents written in HTML/CSS & Smarty code. I documented procedures taken when identifying/resolving client issues in our Salesforce CRM database.
- Provided networking troubleshooting and provided superior customer service.

**Apple, Inc.**                                                                           June 2008 - January 2015
*Apple Technician*                                                                        Boulder, CO
- Responsible for handling repairs and replacements of Apple Products. Including troubleshooting, diagnosis of Apple computers, and making necessary repairs according to Apple checks and procedures.
- Responsible for troubleshooting various network issues including VPN settings and Outlook.
- Perform data migrations from computer to computer, both PC and Mac.
- Responsible for installing operating systems and applications on computers.
- Continually involved in training of all Apple product knowledge and handling.

## Education

University of Denver | Denver, CO                                                         Feb 2022
Certificate in Full Stack Web Development

University of Nevada, Las Vegas | Las Vegas, NV                                           Dec 2012
Bachelors of Arts (B.A.), Film