Eric Martin

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LinkedIn: bit.ly/emthedmli | Github: bit.ly/emthedmgh | Portfolio: bit.ly/emthedmp

Full stack web developer with 10+ years of background in Customer Service. Effective at problem solving and outside the box thinking to develop user-friendly applications. Known among staff for dedication and attention to detail regardless of the complexity of the project. Recently earned a Certificate in Full Stack Web Development from the University of Denver.

Technical Skills

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

Projects

BrightIdeas | Repo: bit.ly/emthedmbi | Deployed Site: bit.ly/embrightideas

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. Created the server, connection, login and signup pages and files.
- Tools/Languages: JavaScript, Express, Node, CSS, MySQL, Bootstrap, Handlebars, Sequelize, Bcrypt

Tech Blog | Repo: bit.ly/emthedmtb | Deployed Site: bit.ly/emdmtechblog

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 and new technologies.
- Visitors to the site are able to read other's posts as well as login and write their own. Created the entire site, frontend and backend.
- Tools/Languages: JavaScript, Handlebars, Bootstrap, MySQL, Sequelize, Bcrypt, Node, Express, CSS

Social Network API | Repo: bit.ly/emthedmsna

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.Created 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.
- Prioritize 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 for our clients as well as provided training to clients in the use of company systems and applications.
- Worked with dozens of clients daily to resolve issues and provide training.
- Monitored the health of 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.

Apple, Inc.   June 2008 - January 2015
Apple Technician   Boulder, CO
- Handled repairs and replacements of Apple Products. Including troubleshooting, diagnosis of Apple computers, and making necessary repairs according to Apple checks and procedures.
- Diagnosed and resolved various network issues including VPN settings and Outlook.
- Performed data migrations from computer to computer, both PC and Mac.
- Installed 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