

Lynsey M. Powell

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QUALIFICATIONS SUMMARY

Full stack developer and technical support specialist with a diverse background in operations management, information systems, and IT. Proven technical skills using programming languages such as Javascript, Node.js, HTML, and CSS. A logical thinker that utilizes strong problem solving and critical thinking skills to resolve issues and recommend solutions. Demonstrated a high level of proficiency in providing help desk support through effective customer service skills and technical expertise.

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|---------------------|-------------------------|-----------------------|
| • Web Development | • Data Analysis | • Management |
| • Technical Support | • Problem Solving | • Process Improvement |
| • Customer Service | • Business Intelligence | • Project Management |

TECHNICAL SKILLS

Front-End Skills: React.js, Redux, HTML, CSS, JavaScript, JQuery, AJAX, Responsive Web Design, Enzyme, Jest

Back-End Skills: Node.js, Express.js, MongoDB, Mongoose, SQL, Relational Databases, Passport, Mocha, Chai, REST apis

Development Tools: Version Control – Git/GitHub, TDD

IT Skills: Hardware repair, installation, and configuration, Networking, Security, Wifi, A/V, Windows, Apple, Linux, Mobile, backup and disaster recovery, SQL Server

Certifications: Comptia A+

PROJECTS

Northwest Construction Parts

A prototype website built for a construction parts company.

Tech: JQuery, JavaScript, HTML5, CSS3

Postcard

A simple social media site that fosters true connection and meaningful content.

Tech: Node, Express, MongoDB, AWS S3, Mocha, Chai, Passport, JWT, JQuery

Tailored Knits

A knitwear project tracking and size modification web app designed to fill a gap in the tools available for fiber artists.

Tech: React, Redux, Node, Express, MongoDB, AWS S3, Mocha, Chai, Enzyme, Jest, Passport, JWT

RELEVANT EXPERIENCE

Macrium Software | Denver, CO

May 2018 – Present

Developers of Macrium Reflect, a backup and DR solution with over 7 million installs worldwide

Software Support Engineer

Provided technical support at a help desk to customers worldwide

Key Achievements:

- Technical support for Macrium Reflect backup and imaging software
- Resolve hardware, software, and network issues with customers of all technical backgrounds

- Translate complex technical ideas into easily understood language
- Test software for quality assurance on a variety of systems

Aspen Skiing Company | Aspen, CO

October 2017 – March 2018

A world-class skiing and snowboarding company operating four resorts in the Aspen area

IT Support Specialist

Provided technical support at a high-volume help desk to staff based at multiple locations

Key Achievements:

- Technical support, installation, and repair for computer systems, software and hardware (Microsoft, Apple, printers, A/V equipment, networks, wifi, security)
- Resolved technical issues with Local Area Networks, Wide Area Networks, and Virtual Private Networks

Pitkin County | Aspen, CO

February 2015 – October 2017

Pitkin County Government

Facilities Operations Manager

Managed Pitkin County Facilities including a Library, Jail, Courthouse, Administration, Dispatch Center, and eight other buildings

Key Achievements:

- Analyzed performance data and prepared reports utilizing a variety of programs and methods (e.g., Cartegraph, Vanderbilt, Eden, Trane, Energy Performance, SQL, Crystal Reports)
- Managed and administered building access and security systems (Vanderbilt, Vision Security)
- Programed and maintained Building Automation Systems (Acuity Lighting, Trane HVAC and Energy Performance)
- Implemented new Operations Management system, Cartegraph,
- Developed and implemented new workflows

Technical/Management Support | Facilities Department (September 2015 – February 2017)

- Manage administrative and technology support functions
- Work as Facilities liaison to all county departments, coordinating projects, resolving issues, recognizing needs and connecting customers to resources as necessary

Recording Specialist | Clerk & Recording Department (February 2015 – September 2015)

- Processed legal and non-legal documents to be recorded
- Conducted analysis and cleanup of plat data in the Clerk's OnCore database
- Updated and maintained departmental website in CivicPlus

EDUCATION

Thinkful | New York, NY

Graduated 2019

Full Stack Web Developer Program

Curriculum includes JavaScript, JQuery, HTML & CSS, Git & GitHub, NoSQL, React, Redux, Node.js, MongoDB

Colorado State University - Global Campus | Online

Graduated 2017

Bachelor of Science Management Information Systems and Business Analytics

GPA: 3.97