

# Lynsey M. Powell

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## QUALIFICATIONS SUMMARY

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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

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**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:** Compia A+

## PROJECTS

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### 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

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**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**

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**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**